

Fellowship Development



Fellowship Development

One Addict Helping Another

Dedication of resources and manpower to emerging NA communities around the world continued to hold a high priority in NAWS planning and activities. Whether responding to requests for NAWS participation at multi-regional events or providing WSC support, world board members, NAWS staff, and world pool members were drawn on to travel to some of the far reaches of the world to help another addict. Our world continues to become smaller as NA comes home to more and more communities.

Tom McC, world board member from Hawaii and Uschi Mueller, NAWS staff member, traveled to Katmandu, Nepal, in February 2003 in response to a request for world service support for the Asia Pacific Forum meeting and the second Nepalese regional convention. Uschi and Tom conducted NAWS workshops and met with members and trusted servants from the developing NA communities in attendance to assess their needs and connect them with available resources. During the course of the events in Katmandu, the NAWS representatives were called upon to participate in many ways. A lot of resource materials were given out, including Personal Stories Guidelines, World Pool Information Forms, "Starting an NA Meeting" (info letter), *Translation Basics*, and *A Guide To Local Services In Narcotics Anonymous*. They also conducted workshops on leadership and NA service, gave reports on current World Board projects (Sponsorship, PI roundtables, and the Basic Text evaluation), took part in discussions about the translation of NA literature, and provided news of the (then) upcoming WCNA-30.

Bella B, world board member and Freddie Aquino, NAWS staff member, traveled to the Philippines in March 2003 to attend the Philippine Regional Convention. The objectives of the trip were to expand NAWS

contact with the local NA community, conduct a service workshop, and be available to assist with issues affecting the local NA community. While there, some of the concerns that surfaced were unauthorized Cebuano translations of the Basic Text, *Just for Today*, and *It Works: How and Why*, use of the NA logo by private treatment providers, and unorthodox procedures used to handle the region's funds. The NAWS reps offered their experience, strength, and hope and promised to follow up on these issues. The Philippine NA community warmly received Bella and Freddie, who say that they believe this direct contact was valuable.

In late June 2003, Saul A, world board member from Panama, traveled to a meeting of the First Latin American Conference on Drug Addiction in Havana, Cuba. There we were able to 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 for NAWS 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.

We have tried to bolster these and other emerging communities with in-person visits as well as with material support like literature to help carry the NA message.

A Special Trip to Korea

Bob Stewart, serving as public-relations representative for NAWS, traveled to Seoul, South Korea in June 2003 to attend a conference of the Korean Association Against Drug Abuse (KAADA). While he was there, Bob was able to spend some time with members of the only registered NA group in Korea.

The chain of events that brought Bob to South Korea were a bit out of the ordinary. KAADA had asked the DARC Treatment Program in Japan to give a presentation at the conference in Seoul. The director of DARC is a recovering addict and a member of our fellowship. He did not feel comfortable trying to represent both his employer (DARC), as well as NA. With the help of a translator, the NA member in Japan contacted NAWS executive management and asked if NAWS would be willing to make a presentation at the KAADA conference. He then called KAADA to update them on the NAWS presentation.

With this as background, Bob and executive management quickly put together a presentation. At this time, the only literature translated into Korean was a draft of IP#1. We immediately had "Starting an NA Meeting" and "Information about NA" translated into Korean as handouts for the conference attendees. Travel arrangements were made, and Bob left Los Angeles for Seoul on the morning of 22 June.

Prior to leaving, Bob contacted a member of the only registered NA group in Korea to let them know of his arrival. This meeting takes place on Saturday, and because Bob arrived on a Monday and departed back for Los Angeles on Friday he was not able to attend. There was ample time, however, for fellowship with the NA members and the sharing of experience, strength and hope.

Foresight and quick action made possible the construction of a short, eight-to-ten frame PowerPoint presentation so that the Twelve Steps and Twelve Traditions of Narcotics Anonymous, as well as some other representative items, could be projected as backdrop during the presentation. The audience was very receptive and seemed to listen attentively to the entire presentation.



Fellowship Services

In last year's annual report we told you that "there is a class of service we provide that we refer to as 'basic service' that must be constant and dependable. Registering new groups, answering the phones, responding to letters, faxes, emails, and voice mails are things that you have every right to expect will continue to be done much as they have been done for about twenty solid years now without a break." You still have every right to expect reliable service, but in order to improve and expand that service we have modernized many processes, realigned team responsibilities, and done a general house cleaning to dust off the old and spit shine the new.

Team Manager Steve Sigman—in partnership with Sara Jo, Carrie, Mindy, Keri, Wendy, Freddie, Lori, and others—has devised a much more efficient, streamlined operation and has actually increased our capability to serve. Given the substantial increase in work assignments as a result of the (then) upcoming WCNA-30 over the weekend of 4 July, the American Independence Day holiday, these changes had to be implemented, and they had to be implemented professionally and effectively in order to fulfill the tasks demanded of this team. With Freddie away much of the time on H&I and marketing matters, and Jeff just returning after a two-month absence due to serious illness, it was all the more remarkable how much this crew was able to do, always with a smile and a "yeah, we can do that."

Other ongoing responsibilities of Fellowship Services are responding to H&I requests, assembling and mailing new group starter kits, and a variety of responses to all types of miscellaneous requests that pour in to the World Service Office on a daily basis. The two team periodicals, *Reaching Out* and *Meeting by Mail*, continue to grow; between them, they reach thousands of recovering addicts, both those incarcerated in jails and institutions, as well as those in isolated areas all over the world.

Data services functions were added this year to our list of responsibilities. Wendy and Keri joined the Fellowship Services team, moving over from Information Technology in the third quarter of 2002. This change, although challenging for all at first, has proven to be very valuable. Because everyone on the team rose to the occasion, we not only caught up with our backlog but also began improving existing systems and adding new services. We hope to continue to add and improve next year; we also hope that your feedback will continue to let us know how we are doing.

Shifting data services and the two team assistants responsible for the hands-on data services work to Fellowship Services from Information Technology has allowed the Information Technology staff—Stephan, Lori, and Danny—to pay closer attention to the system and programming issues required by our office-wide system. The shift has also made it possible for the office to receive and process over 13,000 emails this year, the lion's share of which were group registration, group updates, and trusted servant updates. We knew that making these services available online was going to get an enthusiastic response from the fellowship, but even we were surprised by and impressed with how big a response we have received.

The numbers for Fellowship Services, always imposing, are even more poignant this year given the huge number of hours put into convention preparation. For years we have wanted to collect more meaningful information about the weekly services provided by the Fellowship Services Team. One of the new methods hinted at above has greatly improved our tracking capabilities, allowing us to collect more specific data than we have been able to collect in the past.

During this fiscal year (1 July 2002 through 30 June 2003) we have sent out an average of ninety new group starter kits every month. This is a very healthy fifteen-percent increase over last year's figure. We respond to approximately 300 requests per month from incarcerated addicts. In addition to this, we respond to approximately 1200 email and hard-copy pieces of correspondence per month. These figures show an increase in the numbers of NA members, service committees, and members of the general public who contact Narcotics Anonymous for information and assistance.

The Fellowship Services telephone rang an amazing 14,030 times during this year. Almost forty percent of these contacts were addicts seeking meeting information. Approximately forty-eight percent of the contacts fell into the broad category of commonly asked questions: how to register a group or committee, how to obtain a publication, how to get help, how to find helpline numbers, how to use (or not use) the NA logo, event information, issues about meeting formats, how to get a group starter kit, and where to go for family support. Over 100 times per

month Fellowship Services addresses individual written responses to complex issues. The types of issues this team addresses range from meeting-attendance cards, questions about PI or H&I service, Internet issues, disruptions in meetings, inquiries about out literature, and personal recovery issues.

And, as if this team's cup was not already full, this year being a very special year due to the approach of WCNA-30 in San Diego, we processed 7,775 pre-registrations in conjunction with the Accounting Department. Of these pre-registrations, twenty-nine percent were received by mail or fax and seventy-one percent came over the Internet.

We remain confident of our ability to continue to expand our services to the fellowship, and we never forget that what we do can be summed up in the simple phrase, "one addict helping another."



Bulletin board in the Fellowship Services office at WSO-Chatsworth with various communications and event flyers from NA communities around the world.

Translations

This year has been a busy and exciting one for the NAWS Translations Department. One focus for translations is on emerging NA communities that do not yet have NA literature available in their own language. The trend for more than a year now is clearly toward Eastern Europe and Asia, where multiple NA communities are being born and growing to flourish almost more quickly than we can keep up with them. The reasons for this trend are pretty clear: Increased government awareness and acknowledgement that a drug problem exists serves as a kind of legitimization for addicts to then seek treatment, with less of a threat of repercussions. Prior to awareness and acknowledgement from the central government, it was frequently the case that seeking treatment was tantamount to asking for a lengthy prison term, or worse. Political stabilization throughout the Balkans (Serbia and Montenegro, Croatia, Bosnia-Herzegovina, etc.) and eastern and northeastern Europe (Latvia, Estonia, Lithuania, Hungary, Poland, the Czech Republic, Bulgaria, etc.) has finally created fertile ground for the emergence of new NA communities. Five NA communities that have begun the formation of a language translation committee (LTC) are Latvia, Bulgaria, the Czech Republic, Ukraine, and Serbia/Croatia. Lithuania, Poland, and Hungary are, after Russia, the three newest communities awaiting their first recovery literature items.

In Asia, the Japanese Basic Text is going into production. The translation work is completed and proofreading is currently underway. Work on the Thai IP#1 is nearing completion. The evaluation is completed, and we are moving into production. Likewise for NA-Iran's Farsi Basic Text—after it is proofed, it will be put into production.

The Israeli community is nearing an exciting plateau with the Hebrew translation of *It Works: How and Why* out for final proof. This will give the Hebrew-speaking community three major works in translation: the Basic Text, *Just for Today*, and now *It Works*.

In other news of Asia, we are now aware of meetings in Vietnam and Cambodia. In Vietnam there are meetings in Ho Chi Minh City (formerly known as Saigon). We have received notice of three meetings in Phnom Penh, Cambodia. Both communities approached the department about translations into Vietnamese and Khmer, respectively.

In many new non-English-speaking NA communities we frequently facilitate the production of keytags in the indigenous language concurrently with the translation of IP#1 and our standard glossary of NA terms. A couple of reasons contribute to this decision. Keytags in Narcotics Anonymous are valued all over the world. As a visible symbol of the joy of recovery, the humble key tag seems to have captured NA hearts everywhere. In the translation process, the evaluation of IP#1 and the glossary—necessary first steps toward published translations—can take several months. It can take another several months for the production process to finally yield the finished product. To be able to have keytags available in the language during much of this process has been graciously and gratefully received by a number of communities. If you think about it for a moment, only two NA key words need to be translated to produce keytags in any language: "clean" and "serene." Neither of these words has proved to be problematic to translations, and so the process is relatively easy and streamlined to achieve.

Some of the challenges that we do face are with unusual terms like "multiple years," the final denomination of our key tags. This was a tricky problem in both Lithuanian and Japanese, where "two or more" was settled upon as the translation most exhibiting conceptual fidelity to "multiple years." Another buzzword that can cause translation headaches is "sanity." What is a better rendering: "mental health" or "inner balance"? In Polish, this issue was worked on extensively.

The bottom line in translations is that it is never a question of wondering what to do but, rather, how can we manage to do more when there is just so much work waiting to be done?

Translations Activity Summary

(Status July 2003)

LANGUAGE	PUBLISHED		ACTIVE		LTC Projects Pending "wish list" projects	
	New	Previous	Current	Projects		
Afrikaans	0	0	1	1	3	3
Anglicized English	18	18	0	0	1	1
Arabic	0	0	1	1	27	27
Bahasa Indonesia	0	0	1	1	5	5
Bahasa Melayu (Malaysia)	8	8	0	0	0	0
Bengali (India)	4	4	0	0	8	8
Brazilian	24	24	0	0	7	7
Bulgarian	0	0	0	0	5	5
Burmese	0	0	0	0	1	1
Cebuano-Bisaya (Philippines)	0	0	0	0	4	4
Chinese	1	1	6	5	11	13
Czech	0	0	0	0	1	1
Danish	0	0	1	1	0	0
Farsi (Iran)	7	7	1	1	11	10
Finnish	18	16	1	2	3	5
French	31	31	0	0	2	2
German	28	28	0	0	6	6
Greek	2	2	0	0	12	12
Hebrew	5	5	5	1	8	12
Hindi (India)	2	2	10	10	4	4
Hungarian	1	0	1	1	0	0
Icelandic	0	0	0	0	2	1
Italian	15	13	4	0	0	6
Japanese	2	2	6	3	9	9
Khmer	0	0	0	0	1	0
Korean	0	0	1	1	2	2
Lithuanian	0	0	1	1	22	22
Manipuri (India)	16	16	0	0	9	9
Nederlands	18	17	0	1	3	3
Nepalese	0	0	1	1	5	5
Norwegian	21	21	1	1	5	5
Polish	1	0	1	1	22	22
Portuguese	32	31	0	1	3	3
Russian	7	7	10	8	1	8
Spanish	38	38	0	0	0	0
Swedish	28	28	3	0	0	3
Tagalog (Philippines)	1	1	0	0	0	0
Thai	0	0	1	1	6	6
Tibetan	0	0	0	0	1	1
Turkish	14	14	4	4	12	12
Urdu (Pakistan)	0	0	2	2	13	13
Vietnamese	0	0	0	0	2	2
Total Language:	42	342	63	49	237	258
Total Projects:	300					

NOTE: Pending means that projects are in an intermediate or initial development stage and some information is on file with the WSO. **Active** means that the project(s) are in the stage of evaluation, processing or production at WSO. Projects counted are: IPs, books, booklets, group reading cards, posters, key tags, medallions. **New status in bold.**

NOTE: Languages requiring no WSO/NAWS action at this time or where there has been no communication for over two (2) years: Amharic, Armenian, Cantonese, Inuit, Kannada, Latvian, Maori, Maltese, Oriya, Punjabi, Sinhalese, Slovak, Swahili, Tamil.

Published Items

April 1993	125
April 1994	144
December 1994	150
April 1995	175
October 1995	181
February 1996	186
September 1996	207
April 1997	220
September 1997	215
February 1998	231
April 1998	232
October 1998	246
January 1999	254
April 1999	264
April 2000	289
March 2001	316
January 2002	326
April 2002	323
February 2003	334

Narcotics Anonymous Meetings By the Numbers

For the record...

The number of registered groups and meetings in the NAWS database at any one point in time has always been only an approximation of the number of NA meetings and groups actually in existence. We know the database always contains a significant number of groups and meetings that no longer exist, and likewise excludes meetings and groups we do not know about (unregistered groups). Our efforts to improve are continuous; with our new database, improved processes, *and* your help, we are confident that we are more accurate than ever before.

As a result of our new processes, the numbers we show now are more accurate than we have ever been able to achieve in the past. What has enabled us to accomplish this is, in part, having this information available on our website, www.na.org, so that regions can go right to the site and see what our records reflect. The results continue to be very encouraging. With the on-going dedication of the Information Technology staff, we are current with registering new groups and group updates. This has been a long haul, and we want to acknowledge the focus and dedication of the workers responsible for this turnaround. If you recall in last year's annual report, we announced to you that there was only a one-month lag time on registrations and updates and that was an improvement from the previous year. This year we are up-to-date on a weekly basis.

We will always need *your help* to keep the database current. Check the **International Meeting Locator** at www.na.org to see if the meeting(s) of your home group are listed accurately, or contact the WSO directly by fax, phone, mail, or email.




As of 1 July 2003**, the NAWS database reflects 20,284 groups holding 31,717 weekly meetings in 113 countries worldwide. This reflects an increase of 560 groups, 1,414 meetings, and seven countries from the numbers reported in the 2002 *Annual Report*.

(**The numbers listed on pages 19 and 20 are taken from figures currently listed in the database as of October 2003.)



Narcotics Anonymous Meetings

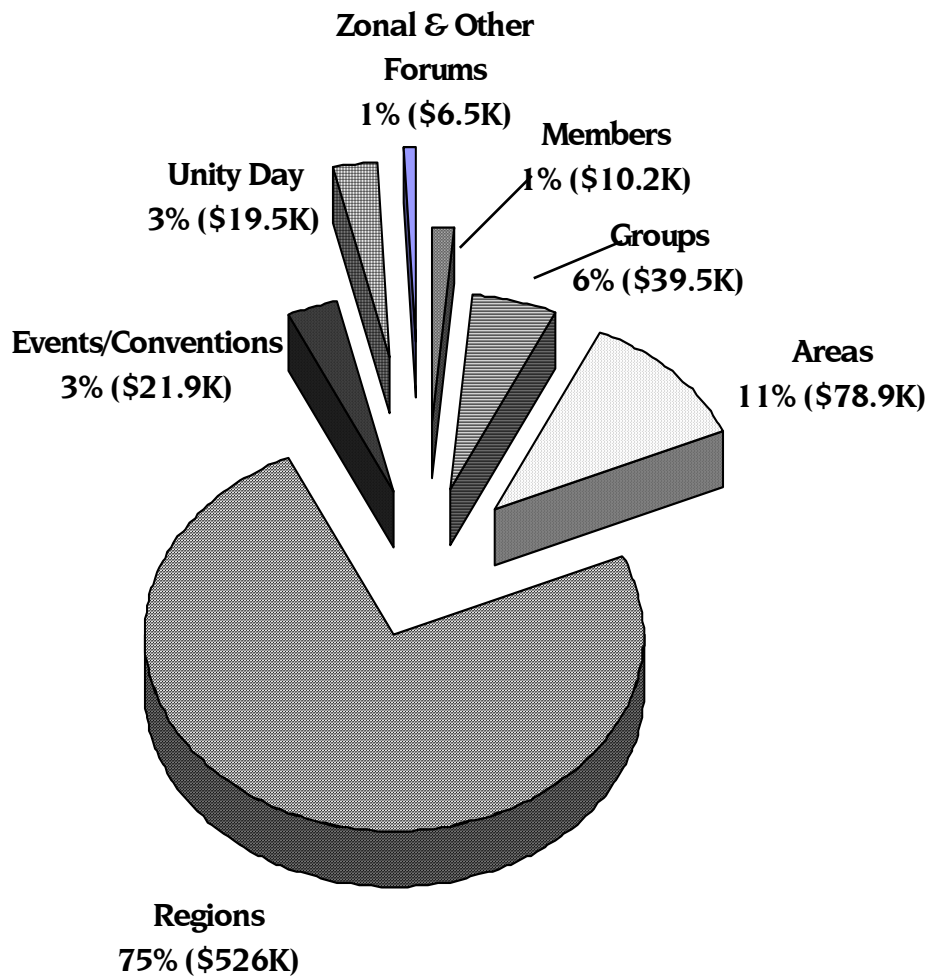
Worldwide 2002-2003

Regions/Countries	Groups	Meetings	Regions/Countries	Groups	Meetings
Meetings not affiliated with any region	48	50	 Ecuador Region	49	227
ABCD Region	114	118	Egypt	8	17
Alabama/NW Florida Region	112	378	El Salvador	18	85
Alaska Region	56	95	Ethiopia	1	1
Al-Sask Region	160	187	Finland Region	32	51
Antigua and Barbuda	2	5	Florida Region	401	638
Aotearoa New Zealand	78	78	France Region	72	75
Argentina Region	81	183	Free State Region	522	691
Arizona Region	245	424	French Polynesia	1	1
Arkansas Region	108	299	Georgia	1	2
Aruba	10	46	Georgia Region	380	729
Australian Region	257	281	German Speaking Region	265	290
Austria	2	2	Gibraltar	2	4
Bahrain	5	9	Greater Illinois Region	63	111
Baja Son Region	25	155	Greater New York Region	446	562
Bangladesh	22	50	Greater Philadelphia Region	398	562
Barbados	2	5	Greece Region	18	71
Belarus	2	8	Greenland	1	1
Belgium	12	18	Grenada	1	1
Belize	2	4	Guatemala Region	17	105
Bermuda	5	5	 Guyana	2	2
Best Little Region	75	199	Haiti	1	6
Bluegrass-Appalachian	35	59	Hawaii Region	111	125
Bolivia	10	31	Honduras	5	25
Bosnia and Herzegovina	1	3	Hong Kong	3	3
Brazil Region	481	1120	Hungary	8	10
British Columbia Region	314	353	Iceland	7	9
Buckeye Region	170	181	Indiana Region	285	335
Bulgaria	2	7	Indland Region*	1	1
California Inland Region	179	212	Indonesia Region	20	41
California Mid-State Region	181	309	Iowa Region	204	303
Cambodia	1	2	Iran	8	35
Carolina Region	385	855	Ireland Region	84	112
Cayman Islands	1	3	IRF Region	91	145
Central California Region	193	250	Israel Region	38	99
Chesapeake & Potomac Region	252	287	Italy Region	48	73
Chicagoland Region	305	358	Jamaica	6	20
Chile	24	73	Japan Region	76	205
China	1	1	Kentuckiana Region	151	246
Colombia Region	121	362	Kenya	19	21
Colorado Region	100	158	Kuwait	2	3
Connecticut Region	244	255	Kyrgyzstan	2	4
Costa Rica Region	50	213	 Latvia	1	1
Croatia Region	1	3	Le Nordet Region	62	72
Czech Republic	2	5	Liberia	4	9
Denmark Region*	124	130			
Dominican Republic	21	40			
Eastern New York Region	204	248			

* Regions not seated at World Service Conference.

(continued on page 20)

Fellowship Contributions 1 July 2002 - 30 June 2003



Fellowship Publications

The NA Way Magazine

The NA Way Magazine is our fellowship's flagship magazine. It is published four times a year—in January, April, July, and October—in five languages: English, French, German, Portuguese, and Spanish. We have mailed 125,465 copies for the year 2002-03—111,573 English, 2,022 French, 961 German, 3,864 Portuguese, and 7,045 Spanish. For each issue this breaks down to about 27,892 copies in English, 505 copies in French, 240 copies in German, 966 copies in Portuguese, and 1,763 copies in Spanish. The magazine gives us an opportunity to share our voices with one another in a recovery-oriented format. Besides publishing articles from the fellowship, there are also announcements of new products available from NAWS, updates about world service activities of general interest, an events calendar, items about local NA communities, and a variety of other material. It is free to subscribers and can also be viewed and downloaded as an Adobe PDF file at our website, www.na.org. Anyone who asks for it will be put on our mailing list. When new groups and service committee contacts register with NAWS, they can ask for an *NA Way* subscription by checking the box on the registration form.

At the first Public Relations Roundtable, held in April 2003, members from the criminal justice community stated that *The NA Way Magazine* is a great public relations tool. They said that it clearly shows non-members the global nature of our fellowship, as well as the essence of our recovery program—one addict helping another.

Reaching Out

Reaching Out is a newsletter for incarcerated NA members, prison libraries, correctional officials, and registered H&I committees. It is published in English four times a year—January, April, July, and October. We have mailed 23,356 copies for the year 2002-2003.



Meeting by Mail

Published every other month in English, it contains the written sharing of members of the NA Loner Group. This periodical was started in the mid-1980s so that NA members who are isolated by geography or circumstance would have the opportunity to share with one another. Non-loners can participate in the Loner Group as sponsors, pen pals, and members. We distributed over 4,836 copies for the 2002-2003 fiscal year. This publication cannot be sent to institutions.

Information Technology

This past year, we have focused on upgrading our internal network stability and performance and streamlined and strengthened our information services and web maintenance. This became necessary as we had many desktops and servers on different platforms causing some conflicts with the files being shared by our many users. We also have implemented an intranet for use within the WSO. This new creation enables us to view data office wide, access calendars, post work notices and personnel issues, and etc. It is a big time saver and efficiency enhancer for our special workers.

Along with upgrading our hardware and software, we re-evaluated many of our vendor relationships. We looked at and ultimately replaced our telephone system and telephone service provider in favor of a company and equipment that are more clearly aligned with our needs and budget.

Other issues concerned the security of our network, overall reliability, and performance. We are pleased to say that as of this report, these concerns have been addressed, and our staff is more fully capable of addressing our fellowship's needs. One nuance that we are excited to report is the online interactive discussion area for the fellowship at www.na.org, which allows an ongoing dialogue of the two discussion topics chosen by the World Service Conference. You can access this discussion room at http://www.na.org/discussion_boards.htm. We encourage you to visit this site and let us know what you think. Your feedback is invaluable to us.

Looking back over the previous year, we also note that there are two interactive software products (*Just for Today* and *The Narcotics Anonymous Step Working Guides* on CD-ROM) we did not have at this point last year.

We clearly recognize that as our fellowship grows and technology changes, we must keep abreast of such growth and change. We must also be aware of not sacrificing stability in order to be on the cutting edge bringing to mind the old adage "if it ain't broke, don't fix it." As the needs and expectations of our members and customers change, we need to walk that tightrope between being responsive to such needs and being prudent with available resources. Keeping this in mind, we have taken numerous steps to help all of us deliver better services to our membership and customers in 2003, and will continue to do so.

