

## NA World Services, Inc.

As *A Guide to World Services in NA* says, "One of the most important functions of the WSO is to link our widespread groups and members into a single, cohesive fellowship. The WSO stays in close contact with our groups, areas, and regions . . . (and) offers considerable aid to new groups, existing groups with special problems, institutional groups, groups outside the United States, members who travel extensively, and loners." (Page 17)

The WSO is responsible for the publication and distribution of all Narcotics Anonymous literature, the preservation of NA's historical archives, publishing *The NA Way Magazine*, as well as a number of other periodicals and newsletters (see pages 22 and 26 of this report for a more detailed description of these publications), and operating as our fellowship's main service center.

Our biggest concerns have been to be timelier in both our literature fulfillment efforts and our financial reporting. For literature, we improved our software so that we can send email confirmations when we receive a literature order and when we send an order out. The average literature fulfillment for 2002-03 was 44 orders per working day. In addition, we have set up a new accounting system that lets us consolidate reporting for Chatsworth and the two branch operations in real time. We looked into ways to accept orders online, and as we reported previously, this continues to be a work-in-process. We started to link our ordering software with shipping software like the package provided by UPS to reduce the need for double entry of the same address and tracking information. We also have taken steps to produce currency-equivalent information on our invoices and other documents to assist our membership in Canada and Europe.

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.

NA World Services, Inc., employs 49 people; 46 of them work in Chatsworth, California, USA. The World Service Office is currently comprised of our Chatsworth headquarters and two branch offices—one in Brussels, Belgium, and the other in Mississauga, Ontario, Canada. We currently have a low staff turnover rate. More than half of our staff has been with us more than five years.

If you have any questions or would like more information about NAWS and the resources we offer to the NA Fellowship, please contact us at **Narcotics Anonymous World Services, PO Box 9999, Van Nuys, California 91409**. You may also visit our website at [www.na.org](http://www.na.org).



### WSO-Chatsworth

WSO-Chatsworth continued without a hitch to maintain the basic services the fellowship has come to expect us to deliver, despite some challenges with staff resources. While this has not always been an easy task, it has always been an honor to be called upon to provide these crucial services to the fellowship.

We should mention that the entire staff here in Chatsworth pulled together in a most remarkable way, not missing a beat, to provide the intricate—and at times overwhelming—fellowship services needed on a routine basis, in addition to the almost superhuman efforts involved in coordinating plans for WCNA-30 in July 2003. We think staff members here did a remarkable job, and we are proud of their dedication.



## WSO-Canada

The WSO-Canada is a literature- and product-distribution center. Two people work there part-time. The staff in Mississauga work diligently to maintain consistency in shipping all of the orders that are processed—not such an easy task, considering the distance between 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—quite different from the situation in Europe, even with the euro. Canada's operations are online, and we communicate with them on a regular basis via e-mail. Jacquie and Paul use our direct client server and process orders in real time. We continue to exceed our operating projections in Mississauga.

## WSO-Europe

WSO-Europe deals with a wider variety of operations than our Canadian office. Brussels is staffed by one full-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 work 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. This is the third year since WSO-Europe's inception that it is in a positive operating position with a real growth in sales. 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 in California allows WSO-Europe to work in real time on our server. We are also in the process of establishing something called a VPN (or virtual private network) tunnel, which permits a direct, private, and secure connection between Brussels and the WSO's main accounting server.

WSO-Europe is offering support to the European Delegates Meeting to help establish it as a legal entity in Belgium. Paul also provides basic help for emerging communities, answering their questions about service issues and sending out group starter kits.





# World Service Office Staff

## WSO-Chatsworth

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