Fellowship Development

Fellowship Services
Fifty Years and Counting...

The NAWS Fellowship Services Team works daily in the support of our vision statement, providing much of what is identified as "routine services." In the course of providing these services, this team serves NA members, groups and service committees, as well as professionals requesting information and resources from the World Service Office. Some of the ongoing services this team provides are:

♦ Assessing and responding to hundreds of phone calls, emails, and written correspondence weekly.

♦ Assembling and distributing more than 1,000 group starter kits during this fiscal year to professionals, individual members, and members who are incarcerated.

♦ Responding to over 5,000 letters from incarcerated addicts within this fiscal year.

♦ Registering and updating NA group and service committee information.

♦ Sending sample guidelines and NAWS service literature in response to various requests and inquiries.

♦ Reviewing area and regional minutes to focus on current issues and other pertinent information in an effort to identify trends and/or problems common to multiple areas or regions. This allows for the early allocation of resources to address these problems as they arise and nurture positive ideas whenever possible.

♦ Producing the bimonthly publication, *Meeting by Mail*, and the quarterly publication, *Reaching Out*.

♦ Researching more than 1,000 pieces of undeliverable mail annually to determine whether or not to remove the address from the database.

♦ Assembling various NAWS mailings and public relations/marketing packages.

♦ Creating attractive public relations and informational displays for NAWS events.

♦ Providing bilingual resources for Spanish-speaking NA communities.

Fellowship Services has undergone a major reorganization during the 2003–04 fiscal year. Long-time manager Steve Sigman retired after many years of service to NAWS and returned with his wife to his family home in Denver, Colorado, USA. Project Coordinator Steve Rusch was appointed to replace him in this managerial position, which is so integral to the successful delivery of services necessary to fulfill our mission. Steve Rusch was the project coordinator for the worldwide workshops, as well as the principal writer of *NAWS News* and

other board-related support and writing assignments. We would modestly say that the success of the team with Steve's vision and energy at the helm has been astounding.

A contributing factor helping Steve to really stretch out in implementing new ideas and processes has been the addition of new personnel, bringing the number of people currently assigned to Fellowship Services to eleven (including the team manager), which is the largest it has ever been. This has allowed for a division in workgroups within the team and a multi-tasking approach that has empowered this squad of ten to take on more and more assignments—so far, without a major breakdown! One major accomplishment that must be mentioned is the registration and updating of groups in the database. For the first time in the WSO's memory, we are actually up-to-date and there is *NO* backlog. We focused a lot of energy and manpower to achieve this, and it is fair to say that the whole team is pretty proud of this accomplishment as we are proud of them.

The Fellowship Services Team is a bunch of "go-to" guys and gals who are always willing to roll up their sleeves and give a tour of the WSO on a moment's notice, pack and label a full WSC mailing, or go outside and change the oil in your car if it needs it. (*Smile*.) These tasks are completed with zest, of course, in addition to all of their standard daily assignments, which have the tendency to grow and grow—much like our wonderful fellowship.

Did You Know???

♦ Meetings have started in Romania and in Bequia, which is a Caribbean island 100 miles west of Barbados.

WELCOME TO
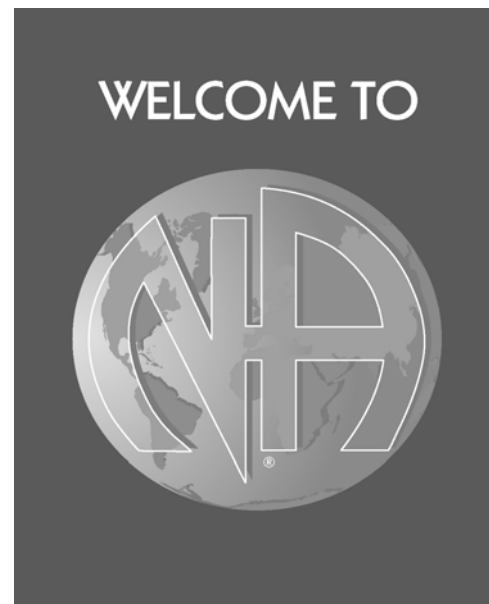
Dear NA World Services,

We sent you a letter requesting a group starter kit and were very pleased when in a matter of a few days we received our kit. I am speaking for the whole group when I say we are forever grateful for your contribution to our group, and we want you to know the items you sent us will be put to good use as we search for a better life through Narcotics Anonymous.

Thank you again for your help and time.

New Horizon Group, Howard McLeod Correction Center, Oklahoma, USA

Translations

You probably have heard or read somewhere that "NA speaks forty-seven languages," and that is the truth. We could list—and we do on the next page—forty-seven different languages into which one part or another of the NA message of recovery has been translated. But what does that actually mean, and how does that fit our theme of "ready for the next fifty"?

Think about this for a moment. There are between 100 and 200 different written languages in the world. There are approximately 5,000 different spoken languages. The growth of NA literature translation committees' projects has increased dramatically during this past year. Eastern Europe, Russia, and the Middle East all have been positively blossoming with new translations projects every time we turn around. Our NAWS translations resources, which include production and design, are running in overdrive in order to service all of these ongoing efforts. While we have gained much expertise from our experiences and have recruited some incredibly talented personnel, we are still in the process of working to expand our capacity so that we can continue to meet the demands of the fellowship.

The actual field work in NA translations is not done at the WSO; it is done in the location where the language is actually spoken. The local translation committee, or LTC of the area or region that is doing the translation first establishes a glossary of essential words and phrases and provides NAWS with that information. Then the LTC continues its translations work, usually with IP#1 as its first project. Frequent communication between the LTC and one of the Translations Team members assigned for that language, enables the project to move ahead in a measured and efficient way. Office staff, in close collaboration with the Translation Evaluation Group, work to ensure the conceptual fidelity of the translation. The TEG works on behalf of the World Board, and its work includes discussion of cultural concerns and challenges in finding solutions for the WB to consider.

Once a translation is complete and approved by the WB and TEG, our production crew gets involved with design and layout. Translations staff arranges for proofreading and final sign-offs, and the translated material then gets published. However, do not think for a moment that this is an easy task! Far from it! The technical challenges faced by our staff regarding layout and accuracy for texts in Hebrew, Farsi, and Japanese, for example, are formidable, to say the least. Procuring the correct software and the correct fonts keep our miracle workers operating on all cylinders. This is not even mentioning the issues of proofreading a text in Farsi, or Hebrew, or Japanese, or Chinese.

"Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life…"

Translations Activity Summary

(As of June 2004)

LANGUAGE	PUBLISHED		ACTIVE PROJECTS		LTC PROJECTS PENDING	
	NEW	PREVIOUS	CURRENT	PREVIOUS	WISH LIST	PREVIOUS
Afrikaans	0	0	1	1	3	3
Anglicized English	18	18	0	0	1	1
Arabic	1	0	0	1	27	27
Bahasa Indonesia	0	0	1	1	5	5
Bahasa Melayu (Malaysia)	8	8	0	0	0	0
Bengali (India)	4	4	2	2	6	6
Brazilian Portuguese	23	23	1	1	7	7
Bulgarian	1	0	1	1	4	4
Burmese	0	0	0	0	1	1
Cebuano-Bisaya (Philippines)	0	0	0	0	4	4
Chinese	1	1	5	5	11	13
Czech	0	0	0	0	1	1
Danish	2	0	3	2	8	0
Farsi (Persian; Iran)	7	7	1	1	10	10
Finnish	18	16	1	2	5	5
French	33	32	1	1	2	2
German	28	28	4	1	5	6
Greek	3	2	2	1	12	12
Hebrew	6	6	1	1	12	12
Hindi (India, Bangladesh)	2	2	10	10	4	4
Hungarian	1	0	1	1	1	0
Icelandic	0	0	1	1	1	1
Italian	26	13	3	3	1	6
Japanese	2	2	3	3	9	9
Korean	0	0	1	1	2	2
Latvian	0	0	2	0	0	1
Lithuanian	4	2	5	3	2	22
Manipuri (India)	16	16	0	0	9	9
Nederlands	18	18	0	0	3	3
Nepalese	0	0	1	1	5	5
Norwegian	21	21	2	2	8	5
Polish	1	1	1	1	22	22
Portuguese	32	31	0	0	4	3
Russian	8	8	4	9	5	8
Slovak	0	0	1	1	3	3
Spanish	39	38	1	1	0	0
Swedish	31	28	0	2	2	3
Swahili	0	0	0	0	1	0
Tagalog (Philippines)	1	1	0	0	1	0
Thai	0	0	1	1	6	6
Turkish	14	14	4	4	2	12
Urdu (Pakistan)	0	0	2	2	13	13
Ukrainian	0	0	6	0	0	3
Vietnamese	0	0	1	0	1	2
TOTAL LANGUAGES 44 TOTAL PROJECTS 303	369	340	74	67	229	261

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
January 2004	344

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, keytags, 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, Khmer, Maori, Maltese, Oriya, Punjabi, Sinhalese, and Tamil.

One of the more exciting and innovative developments at the WSO is the advance of online technology and the way it can improve and simplify the tasks of both the LTCs and NAWS. The first instance of this that we witnessed was in the late 1990s when the regions of Quebec and Le Nordet worked on translating the French-language edition of the Basic Text arm-in-arm with the NA community in France. They created a restricted-access website that they were both able to access and work on, even though the Atlantic Ocean separated them geographically. Utilizing the same mechanics over the last three years, the Arabic-speaking NA communities were able to work on IP#1 and achieve success: the very first piece of NA literature in Arabic!

For the LTCs in Germany, Italy, the Middle East, France, India, and the Spanish-speaking communities, along with other regions of Narcotics Anonymous, the Internet is indeed our friend and is proving to be a wonderfully accessible laboratory for working on a number of common translations problems. For example, in a region such as Italy where the LTC chairperson is many hundreds of miles from her other committee members, email has proven to be an easy method allowing for frequent, in-depth communication.

The Translations Team at NAWS stays in touch with all of the LTCs so that technology, communications, and problem-solving can be shared between us all. We are clearly poised for the next fifty years and awaiting the day when we can say that Narcotics Anonymous speaks in 100 different languages!
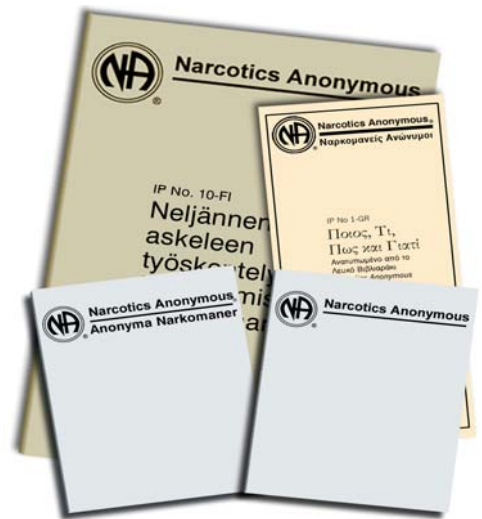
A Special Trip to Russia

Susan C and Craig R, World Board members, along with NAWS Assistant Executive Director Becky Meyer, traveled to St. Petersburg, Russia in February 2004. The purpose of this trip was to hold a modified version of a worldwide workshop in conjunction with the European Delegates Meeting. Russia was our first attempt at adapting the worldwide workshop model to a smaller scale. Over twenty participants from Russian-speaking NA communities were present for the event.

Russian-speaking NA is probably one of the fastest growing communities within our fellowship. It has meetings in Moscow, St. Petersburg, Central Russia, Latvia, Ukraine, Estonia, and Lithuania. These growing communities need for literature is a major and continuing challenge. We discussed these issues with the participants, as well as some of the other common difficulties developing communities face.

We prepared for this trip by asking members of the Russian-speaking communities who planned to attend the workshop to tell us about their concerns. Making early contact with those members made it easier for us to concentrate on the specific needs of those NA communities. Workshop participants helped us shape this event. As a result, we spent a good deal of our time together focused on what *they* identified as important (not what *we* thought would be important to them).

We began the workshop by clarifying some of the goals that, we as a group, hoped to accomplish. We looked at the opportunity offered by workshop process to get to know each other. Concerns about the service structure were then discussed—how we create a service structure to serve particular needs, and how the traditions and concepts shape our service efforts. In this session, we encouraged participants to draw on their own experiences of getting the people and money to support group efforts.

A good portion of the workshop was spent discussing recovery issues. We covered topics such as the nature of the First Step and how we represent the First Step in our literature. We also talked about all the ways we can carry the NA message of recovery, including working with rehabilitation centers and professionals, public information, and Twelfth-Step calls.

Finally, we provided workshop participants with an overview of NA's history. We looked back to our beginnings and the distance we have traveled since then. Pictures and memorabilia from all over the globe were used to create a visual picture of our worldwide fellowship.

Our trip to Russia was valuable in so many ways. Not only did we begin to see how a different model of worldwide workshops might function in our fellowship development efforts, but we also made strong and lasting connections with a wide range of members from several Russian-speaking communities.

Information Technology

We closed this section of the annual report last year with these two sentences: "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 2003–04 and will continue to do so."

Our Information Technology department finalized three major web projects this year. Recovery literature in twenty-five different languages is posted at www.na.org; we launched a shopping cart containing over 1,200 different items; and we opened a portal online where NA members can make direct donations to NAWS. We could write long passages for you here describing each of these three projects, their impact, and the long and arduous road that led to their fruition; instead, we urge you to visit our website and see them for yourself. Look at the recovery literature in Italian, Spanish, French, Farsi, and Bengali, along with the other twenty languages posted, and see if you do not feel the excitement!

Did you know that our website gets over two million hits a month? No, that is correct, not a typo; over **2,000,000** hits per month. Our database has tens of thousands of entries containing over 200 tables of information on approximately 75,000 people (both addicts and non-addicts—professional contacts, marketing contacts, correctional personnel, etc). Every day questions come in from the fellowship about website technology and content; complaints about errors and other problems in the database come in every day as well. One of our innovations this past year is the close liaison forged between our IT staff and the Fellowship Services Team. Working directly with the FS Team members who make the daily entries and updates in the database, we are able to address problems virtually as soon as they arise.

Our headquarters in Chatsworth, California, USA, has over sixty computers that are hooked into ten servers and seven wireless devices. Add to this our entire telephone system, and you begin to get an idea of what has been keeping our IT staff busy this past year.

A few years ago, our computer network was like the United Nations without adequate translators—different operating systems and varying versions of software running on a network that was patched together with Band-Aids and glue, often relying upon prayer and a speedy response from out-sourced consultants and technical support. Today, however, we are using "Voice Over IP" technology for our telephone system, and we now have a very solid foundation. At long last our internal computer system actually belongs in the twenty-first century!

www.na.org

Fellowship Publications

The NA Way Magazine

The NA Way Magazine is our fellowship's flagship magazine. It is published four times a year—January, April, July, and October—in five languages: English, French, German, Portuguese, and Spanish. We have mailed 130,360 copies for the year 2003–04—117,679 English, 1,826 French, 873 German, 3,332 Portuguese, and 6,650 Spanish. For each issue this breaks down to about 29,420 copies in English, 457 copies in French, 218 copies in German, 833 copies in Portuguese, and 1,662 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 updates about world service activities of general interest, an events calendar, items about local NA communities, announcements of new products available from NAWS, and a variety of other material. It is free to subscribers and can also be viewed and downloaded as an Adobe Acrobat PDF file from our website, www.na.org. Anyone who wishes to receive the magazine can be placed 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.

Because of the PR Roundtables, members from the criminal justice community and treatment professionals have been introduced to *The NA Way Magazine* and acknowledge that it is a great public relations tool. They said it clearly shows non-members the global nature and reach 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, other interested NA members, and registered H&I committees. It is published in English four times a year—January, April, July, and October. We have mailed 25,850 copies for the year 2003–2004, or about 6,500 copies per issue.

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. Any NA member can participate in the Loner Group as a sponsor, a pen pal, and a member. We distributed over 4,973 copies for the 2003–2004 fiscal year, or about 825 copies per issue. This publication cannot be sent to institutions.
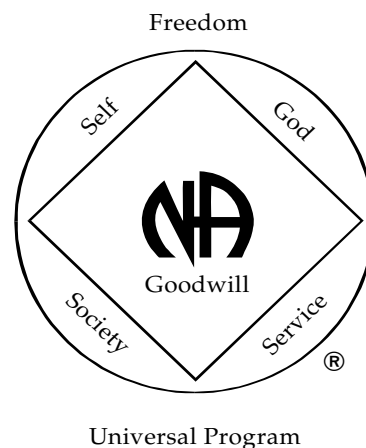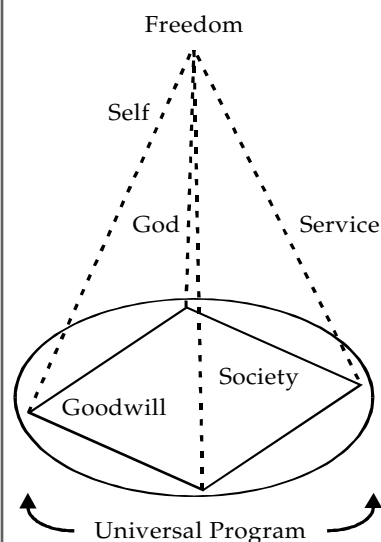
Narcotics Anonymous Meetings
By the Numbers

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 the group registry are continuous; with our new database, improved procedures, and your help, this information is closer to real numbers than ever before.

As a result of our new procedures, the numbers we show now are more accurate than we have ever been able to present 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 ongoing dedication of the Information Technology and Fellowship Services 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 that we were up-to-date on a weekly basis, but as we stated on page 15, "For the first time in the WSO's memory, we are actually up-to-date and there is *NO* backlog." We have definitely come a long way!

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 2004, the NAWS database reflects 21,201 groups holding 33,028 weekly meetings in 118 countries worldwide. This reflects an increase of 917 groups, 1,311 meetings, and five countries from the numbers reported in the 2003 *Annual Report*.

(**The numbers listed on pages 24 and 25 are taken from figures currently listed in the database as of September 2004.)

Fellowship Contributions
July 2003–June 2004
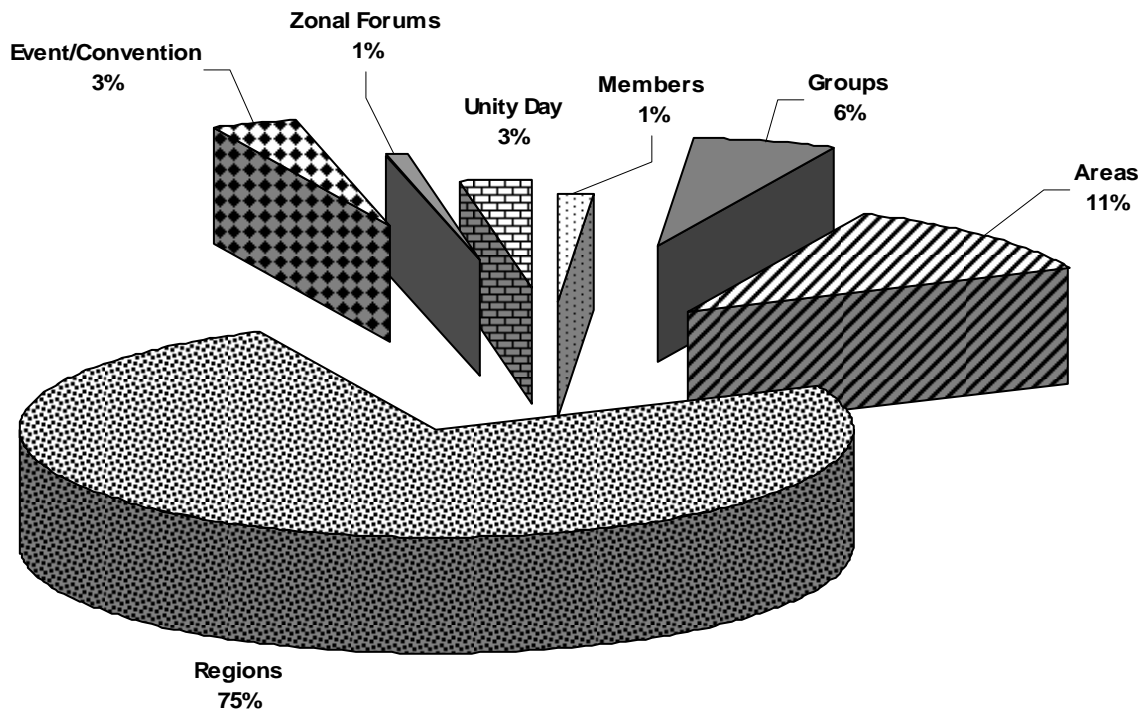
Event/Convention
3%

Zonal Forums
1%

Unity Day
3%

Members
1%

Groups
6%

Areas
11%

Regions
75%

Narcotics Anonymous Meetings
Regions and Countries

Region/Country	Groups	Meetings
Not affiliated w/ any region/country	12	39
ABCD Region	95	105
Alabama/NW Florida Region	128	446
Alaska Region	59	95
Al-Sask Region	169	196
Antigua and Barbuda	2	6
Aotearoa New Zealand Region	92	94
Argentina Region	82	183
Arizona Region	274	474
Arkansas Region	116	338
Aruba	10	46
Australian Region	263	288
Austria	2	2
Bahrain	6	11
Baja Son Region	25	155
Bangladesh	29	66
Barbados	2	5
Belarus	2	8
Belgium	12	16
Belize	2	4
Bermuda	5	5
Best Little Region	79	208
Bluegrass-Appalachian	38	78
Bolivia	11	17
Bosnia and Herzegovina	1	3
Brazil Region	511	1,237
British Columbia Region	283	328
Buckeye Region	178	186
Bulgaria	2	5
California Inland Region	166	193
California Mid-State Region	209	342
Cambodia	1	3
Canada Atlantic Region	96	120
Carolina Region	399	875
Cayman Islands	2	4
Central California Region	225	310
Chesapeake & Potomac	268	303
Chicagoland Region	335	387
Chile Region	21	82
China	2	2
Colombia Region	122	369
Colorado Region	112	176
Connecticut Region	250	262
Costa Rica Region	52	222
Croatia Region*	3	10
Cuba	3	6
Cyprus	1	1
Czech Republic	2	5

Region/Country	Groups	Meetings
Denmark Region*	133	137
Dominican Republic	24	43
Eastern New York Region	210	258
Ecuador Region	50	221
Egypt	9	26
El Salvador	19	92
Estonia	1	2
Ethiopia	1	1
Finland Region	39	57
Florida Region	468	727
France Region	74	76
Free State Region	532	702
French Polynesia	1	1
Georgia (former Soviet republic)	1	2
Georgia Region	420	808
German-Speaking Region	205	230
Ghana	1	1
Gibraltar	2	4
Greater Illinois Region	62	108
Greater New York Region	543	654
Greater Philadelphia Region	404	560
Greece Region	18	71
Greenland	1	1
Grenada	1	1
Guatemala Region	17	105
Guyana	2	2
Haiti	1	6
Hawaii Region	119	135
Honduras	6	31
Hong Kong	2	2
Hungary	8	10
Iceland	15	15
Indiana Region	299	348
Indonesia Region*	19	40
Iowa Region	224	312
Iran	10	40
Ireland Region	86	111
IRF Region	94	150
Israel Region	37	87
Italy Region	50	75
Jamaica	7	23
Japan Region	82	219
Kentuckiana Region	154	252
Kenya	19	21
Kuwait	2	3
Kyrgyzstan	2	4
Latvia	3	4
Le Nordet Region	62	73

* Regions not seated at World Service Conference.

Narcotics Anonymous Meetings
Regions and Countries

Region/Country	Groups	Meetings	Region/Country	Groups	Meetings
Liberia	4	9	Quebec Region	214	220
Lithuania	8	19	Red River Region*	16	66
Lone Star Region	159	817	Region 51	55	96
Louisiana Region	220	380	Region Del Coqui	36	59
Luxembourg	1	2	Region of the Virginians	377	508
Malaysia	1	2	Rio Grande Region	126	197
Malta Region*	3	3	Russian Federation	34	128
Marianas Islands	1	2	Saint Lucia	2	5
Martinique	1	2	Saint Vincent and the Grenadines	1	1
Metro Detroit Region	404	428	San Diego/Imperial Region	378	550
Mexico Region	24	152	Saudi Arabia	9	33
Michigan Region	241	383	Show-Me Region	428	706
Mid-America Region	102	303	Sierra Sage Region	90	123
Mid-Atlantic Region	265	372	Singapore	1	2
Minnesota Region	186	191	Slovakia	4	8
Mississippi Region	70	212	Slovenia	4	7
Moldova	1	7	South Africa	68	79
Montana Region	39	81	South Dakota Region	40	67
Morocco	1	7	South Florida Region	342	515
Mountain Valley Region	119	144	South Korea	2	2
Mountaineer Region	81	109	South Mountain Region*	10	10
Mozambique	1	2	Southern California Region	877	1,049
NA Fellowship	20	20	Southern Idaho Region	76	113
Nebraska Region	88	119	Spain Region	63	96
Nepal	16	31	Sri Lanka	1	2
NERF Region	23	54	Sweden Region	176	297
Netherlands	25	25	Switzerland	21	21
New England Region	338	384	Tanzania	3	8
New Jersey Region	320	366	Tejas Bluebonnet Region	255	611
Nicaragua	8	56	Thailand	4	9
Nigeria	1	1	Trinidad and Tobago	27	33
North Carolina Region*	42	103	Tri-State Region	412	435
Northern California Region	978	1,320	Turkey Region *	8	13
Northern New England Region	101	118	UK Region	437	491
Northern New Jersey Region	373	391	Ukraine	13	55
Northern New York Region	233	301	United Arab Emirates	2	3
Northwest Territories	2	4	Upper Midwest Region	73	92
Norway Region	38	43	Upper Rocky Mountain Region	76	171
Occidente-Mexico Region*	2	14	Uruguay Region	8	24
Ohio Region	305	358	Utah Region	98	132
OK Region	188	440	Uzbekistan	1	2
Oman	1	3	Venezuela Region	23	81
Ontario Region	236	281	Virgin Islands	14	36
Pacific Cascade Region	351	507	Volunteer Region	189	380
Pakistan Region*	14	46	Washington/N. Idaho Region	489	747
Panama Region	15	69	Western New York Region	141	169
Paraguay Region*	8	13	Wisconsin Region	241	324
Peru Region	35	92	Yukon Territory	5	6
Philippines Region	33	62	Zambia	1	3
Poland Region*	15	16	Zimbabwe	2	9
Portugal Region	189	203		**21,201**	**33,028**