

NA World Services, Inc.

*“The World Service Office is our fellowship’s main service center.”**

The WSO is responsible for the publication and distribution of all Narcotics Anonymous literature, the preservation of NA’s historical archives, and publishing *The NA Way Magazine* and a number of other periodicals and newsletters (see pages 21 and 36 for a more information on these publications). The WSO also links “our widespread groups and members into a single, cohesive fellowship.*”

This year we launched our online shopping cart, and after only one month of entering into the e-business world we received \$50,168.14 in online orders. There were 148 unique new customers and sixteen existing customers placing orders. Six of the new customers have come back and placed a second order!

We continued to work toward filling literature orders in a more timely manner. Based on location, an order can take approximately one to five days to be processed, with somewhere between fifty-four and fifty-seven orders being filled, on average, per working day.

Europe experienced the strongest growth (about 14.7 percent), and the growth was mainly centered in two service offices—Sweden and the United Kingdom Service Office. The different relationships between the US dollar, the Canadian dollar, and the euro may account for at least some of the difference in growth. The Europeans have been gaining “buying power” with the stronger euro, while the Canadians have been experiencing the loss of what may be termed a “currency discount” as the Canadian dollar has grown in value. There is a certain irony in that, for several years, Paul Decock, manager of the branch in Belgium, has been bemoaning the European currency as it translates to US dollars in *income*; however, now he is bemoaning the rising *expenses* as euro converts to US dollars. We experienced about a seven percent growth for the year in consolidating the three branches, with literature income surpassing the amount budgeted by about \$773,082.

For more details on all our operation centers, please refer to the financial section in this report. Our branch office in Europe and our distribution center in Canada, 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 forty-nine full-time employees and two part-time employees; forty-seven of them work in Chatsworth, California, USA. The World Service Office is currently comprised of our Chatsworth headquarters, a branch office in Brussels, Belgium, and a distribution center 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.

* A Guide to World Services in NA, page 17

WSO-Chatsworth

WSO-Chatsworth continued without a hitch to maintain the basic services the fellowship has come to expect us to deliver, despite putting on WCNA-30, our fellowship's fiftieth anniversary celebration, and the twenty-seventh World Service Conference—both within nine months of each other. We also welcomed a number of new faces (employees, that is) as the whole office building underwent an extensive face-lift. The main conference room downstairs

and the smaller one upstairs were both enlarged, several new offices were added, and the walls were painted with a pallet of bright colors.

The entire staff here in Chatsworth worked together to provide the extensive—and at times overwhelming—fellowship services needed on a routine basis. 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 think staff members here did a remarkable job this fiscal year, 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. This is not always easy, considering the distance between WSO-Canada and the direct support 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. It seems that NA groups in Canada are being served less by the larger regional services offices in that country, and WSO-Canada experienced an increase in both group and area purchases. Overall, there was about a 3.7 percent increase in Canadian literature distribution.

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 does our Canadian center. Brussels is staffed by one full-time employee 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 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. We have mentioned this in a number of past reports; however, considering the many struggles with this branch operation in its early days, this continues to be a major accomplishment! Paul and Ben deserve our applause for a job well done. As with many of our endeavors, WSO-Europe remains a work-in-progress.



For those concerned with the “falling dollar” and how it will affect our operations, WSO-Europe is, as of this report, stable and growing. Literature income is up by 14.8 percent. The largest literature customers, by dollar volume, appear to be the United Kingdom, Sweden, Norway, and Ireland, with the largest number of individual customers in Belgium and Switzerland. Literature orders were also shipped to Russia, Ukraine, Finland, Iceland, Gibraltar, Poland, Turkey, Slovakia, Israel, Greece, and many others.

Paul also provides basic help for emerging NA communities, answering their questions about service issues and sending out group starter kits.



Narcotics Anonymous World Services

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Visit our website www.na.org.



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Paul Sullivan, *Part-time Assistant*

WSO-Europe

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Ben DuChamps, *Part-time assistant* (ben@na.org)

Comings and Goings

We have had quite a bit of activity within the four walls of our main service center, WSO-Chatsworth, during this year. We had hirings, retirements, departures—both joyous and tearful—promotions, lateral transfers, reclassifications, illnesses, recoveries, weddings, and “birthings!” Hey, NA World Services employs fifty-plus employees worldwide, and it is a big, beautiful, and sometimes messy, family... but remember, it is also *your* family.

Tony Greco and Kim Young were promoted to the position of Writer and now work with other members of the Administrative Team providing board support. Steve Rusch was promoted to Team Leader, Fellowship Services, following Steve Sigman’s retirement.

Fatia Birault’s position of Production Supervisor was enhanced, adding to her responsibilities, and Wendy Kemptner was reassigned to Production as an Administrative Assistant. Stephan Lantos was reclassified to IT Manager.

We know that you will join us as we welcome all of the new employees and family, congratulating all of those promoted and reassigned and reclassified, and wishing the very best of good fortune to those who left for other pastures, both near and afar. We thank you all for your hard work over the years.

New Employees (Chatsworth)

De Jenkins	<i>Project Coordinator</i>
Debora Hall	<i>Accounting Supervisor</i>
Mandy Bell	<i>Team Assistant, Fellowship Services</i>
Toni Kerwin	<i>Team Assistant, Fellowship Services</i>
Dustin Koenig	<i>Team Assistant, Fellowship Services</i>
Portia Medina	<i>Team Assistant, Fellowship Services</i>
Johanna Theret	<i>Team Assistant, Translations</i>

New Employee (Brussels)

Ben DuChamps *Assistant (Part time)*

Departures

Shane Colter
Team Assistant, Translations

Mindy McVey
Team Assistant, Fellowship Services

Mary Hollahan
Project Coordinator

Anne Peters
Production Team, Team Leader

Steve Sigman
Team Leader, Fellowship Services

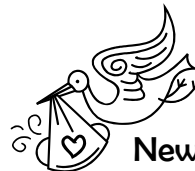


Weddings

Wedding bells rang as *Sara Jo Hampton*, Administrative Assistant, Fellowship Services, married Ron Gladle on 19 October 2003 and became Sara Jo Gladle.

Elaine Adams, Executive Assistant, married Doug Wickham on 9 November 2003 and is now known as Elaine Wickham.

Carrie Brockstein, Team Assistant, Fellowship Services, married Jay Ray on 27 June 2004 and became Carrie Brockstein Ray.



New Additions (The Stork)

Johnny and Marina Lamprea became the proud parents of *Julia Lamprea* on 14 March 2004. Johnny is an Administrative Assistant in Fellowship Services.

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*NA communities
worldwide and NA World
Services work together in a spirit
of unity and cooperation to carry
our message of recovery...”*