

Fellowship Services

One of the most important and demanding responsibilities of NAWS is to support members, groups, and service committees all over the world. A significant portion of that work is carried out by the Fellowship Services Team. In the fiscal year 2006-2007, staff:

- ❖ compiled and sent out more than 1,100 group starter kits;
- ❖ responded to nearly 4,700 H&I requests;
- ❖ answered more than 11,000 telephone inquiries;
- ❖ responded to nearly 6,500 emails and letters; and
- ❖ responded to almost 700 miscellaneous requests.

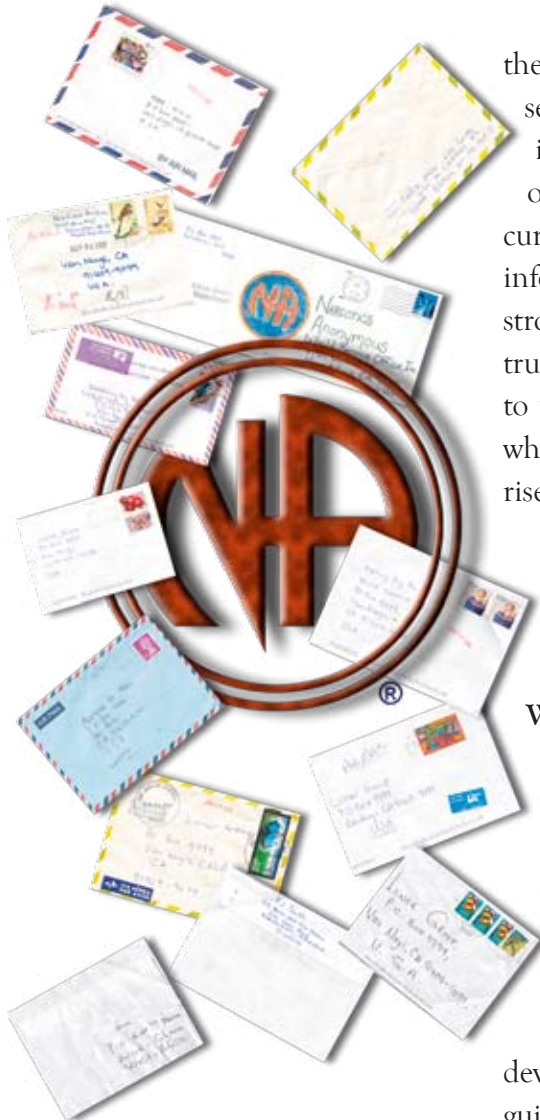
The Fellowship Services Team is also responsible for updating the NAWS database with information submitted by groups and service committees. Staff members are usually able to enter registrations and updates into the database within two to four days of submission. The information in the database affects the accuracy of the meeting locator on the NA website, as well as mailing information for NAWS communications and subscriptions. We strongly encourage areas and regions to identify a web contact—a trusted servant who can log in to the web-based database portal to update local meeting and contact information. Since the time when this process became possible, many service committees have risen to the occasion.

Here is a breakdown of updates in the past year:

	Groups	ASC/RSC	New ASC/RSC	Total
NAWS Staff	4,791	1,595	30	6,416
Web Contact	2,288	681	NA	2,969
Total	7,079	2,276	30	9,385

As you can see, it's a great help to NAWS to have the chance to cooperate with local trusted servants on this task. Staff members still double-check entries to ensure that there are no major errors, but web contacts add a considerable level of speed and accuracy to the group/service committee update process.

We also encourage areas and regions to send any locally developed resources (training and orientation materials, minutes, guidelines, etc.) to Fellowship Services so that they may be made available to other service committees in need. Shortly after the end





of the fiscal year, we activated an area on the website for locally developed service materials where local web contacts can upload their materials to make them immediately available to other communities.

Fellowship Publications

Among the other services provided in the 2005-2006 fiscal year, NA World Services continued to compile, produce, and distribute the major fellowship periodicals *The NA Way Magazine*, *Reaching Out*, and *Meeting by Mail*. The first two publications are supported by editorial workgroup members. We're grateful

for their efforts to ensure the ongoing quality of these publications.

The NA Way Magazine is printed in six languages: English, Farsi, French, German, Portuguese, and Spanish, and is available on our website. This magazine features a variety of writing submitted by members around the world and articles created by NAWS to engage the fellowship in dialogues about current issues facing NA as a whole. In the past fiscal year, we received a multitude of submissions including essay/article manuscripts, photos, and illustrations. These submissions came from nine countries in seven languages.

The NA Way Magazine saw another increase in standard-print subscriptions, from just over 39,000 to more than 42,500 copies in English, French, German, Portuguese, and Spanish. Another 39,097 copies of the four issues were distributed in Farsi during the fiscal year. We continue to encourage members to sign up for electronic subscriptions, which reduces the costs associated with printing and mailing. E subs also reduce the likelihood that the printed copies will be sent back to NAWS marked "Return to Sender," which is an all-too-common occurrence. E subs are up to nearly 5,700 from just under 3,000 last fiscal year.

One of our oldest publications, *Reaching Out*, continues to give incarcerated members and members who are interested in Hospitals and Institutions service a place to share. This section of the newsletter would greatly benefit from submissions by members who have been incarcerated or who have interest/experience with H&I. *Reaching Out* provides a place for these members on the outside to share their experience, strength, and hope with members on the inside. We provide free single-copy yearly subscriptions to members who will be incar-





cerated for six months or more and subscriptions of multiple (twelve) copies for area service committees. An annual subscription of twenty copies per issue is also available for members or service committees on the outside to distribute to inmates as they see fit. Each printing of *Reaching Out* now tops 10,000 copies.

Meeting by Mail is sent to nearly 900 different addresses every other month. MBM gives NA “loner” members who are unable to attend meetings in person the chance to share in the process of recovery with others. In addition to loner members, many nonloners share in the process. Subscribers share their experience, strength, and hope through the newsletter and can correspond with each other independently as well, as MBM prints mailing addresses of members who are interested in receiving mail from others.

NAWS Communications

In addition to fellowship publications, we also distribute a number of service-related publications to keep members informed about what’s happening with NA World Services. Many of these publications are distributed to registered service bodies, and they are all available free of charge at www.na.org.

NAWS *News* provides a quarterly overview of world service activity following each meeting of your World Board. NAWS *News* is published in English, French, German, Portuguese, and Spanish. In addition to being distributed to regional service committees, copies are also distributed to conference participants and registered area service committees. E-subscriptions to NAWS *News* are also available. As of this fiscal year, nearly 2,000 subscribers are notified by email each time a new issue is published to the web.

The *Conference Agenda Report (CAR)* is a tool for informing the NA Fellowship about the issues facing an upcoming conference, and is published and distributed in English a minimum of 150 days prior to each WSC, with translated versions released a minimum of 120 days prior to the WSC. Another report, the *Conference Report*, follows the CAR with comprehensive information about the status of conference projects and suggestions for new work.

