

The Mission of the
World Service Office is
to provide services and
support which facilitate the
continuation and growth
of Narcotics Anonymous
worldwide...

Our Freedom, Our Responsibility

Staff and Offices

NAWS Offices and Literature Distribution Center

Between July 2007 and June 2008, a total of fifty-eight staff members were employed by NA World Services in four service centers around the world. Fifty-one of those employees worked in the Chatsworth office.

NAWS – Chatsworth

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Our main service center in Chatsworth, California, continues to serve as an important resource for our worldwide fellowship in a variety of ways. This branch is home to the executive and administrative staff responsible for providing support to the World Board and the World Service Conference. An integral part of that support is working closely with the board and workgroups to carry

out conference projects. Other ongoing responsibilities coordinated from this location include the production and distribution of NA literature and service materials, and the maintenance of a website, na.org. This location also serves as a centralized resource for members, groups, and service committees around the world by responding to phone calls, emails, and letters on a day-to-day basis.





NAWS – Europe

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Branch Office Manager

Paul Decock (paul@na.org)

Assistant:

Ben Dechamps

This year, full-time assistant Ben Dechamps left NAWS. The manager of our Brussels branch was working alone for some time, but is hiring an assistant now. The warehouse at this location is quite small, but stocks some 1,208 different types of items in 34 languages, for a total of 414,120 units on hand valued at more than US \$75,000. Most of this is made up of literature in European languages, but also kept in stock are some Farsi, Brazilian, and Hindi literature for members who open groups in those languages in Europe. There are Farsi and Italian groups in the UK, Farsi groups in Belgium and Germany, and Russian and Turkish members in Germany, to name just a few meetings that take place in languages other than the country's dominant tongue.

In addition to literature sales, each year this office distributes more and more free literature to emerging communities. Many of these communities are located in Central and Eastern Europe: Russia, Estonia, Lithuania,

Latvia, Poland, Czech Republic, Ukraine, Bulgaria, Slovenia, Croatia, and Bosnia. In addition, WSO-Europe ships free literature to places in Turkey and Morocco, as well as some isolated groups in Africa.

This branch office also provides support to the zonal forum for the continent, the European Delegates Meeting. The EDM legal entity was established in Belgium, and NAWS staff provided assistance to them in opening and managing their bank account located in Brussels.

NAWS – Canada

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Branch Office Supervisor

Jacquie Sullivan (jacquie@na.org)

Assistant:

Paul Sullivan

Not far from Toronto, Ontario, our Canadian literature storage and shipping facility in Mississauga continues to serve the needs of the Canadian NA communities. The increase in recent years in sales to local NA groups is helping to stabilize its running expenses. The main function of the facility is accommodating the literature needs in Canada. The two employees at this distribution center work hard to ship all orders that are processed. We're very thankful for and proud of all their work, which makes it possible to get our message to those who need it in Canada.





NAWS – Iran

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Branch Office Manager

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Alireza Panbehchi

Maintaining a literature production and distribution center in the capital of Iran has been the most effective solution to serve the needs of the most rapidly growing NA community in the world. In addition to the production of NA merchandise, they translate and distribute *The NA Way Magazine* in Farsi. The manager of this center helped to coordinate the establishment of the facility. He has the assistance of five (now six) employees, with whom he continues to work very hard to produce and distribute literature to

the Iranian NA community. This year they moved offices and obtained a separate warehouse to meet their growing needs. Their enthusiasm and dedication contribute to the ongoing

success of this venture and the strength of NA in Iran.

The phenomenon of Iran cannot easily be explained in any report. It seems to be a combination of a number of factors: culture, need, little focus on drug replacement therapies by the government and professionals, a spirit of service, an effective chain of communications that reaches the individual member, a service structure that was designed by the region to serve the common welfare, and relentless public relations. With over 15,000 meetings as of October 2008 (up from 11,500 meetings at WSC 2008), they continue to do more public relations than any community we are aware of. While we do not believe that other NA communities can duplicate what has happened in Iran, there is much we can learn from them about service efforts and PR. They use IP #22, *Welcome to NA* in their PR efforts and have given away more copies of this pamphlet than the rest of NA around the world. One of the literature charts in this report shows that we produced and distributed more one-year medallions in Iran than in Chatsworth.

Some other interesting statistics from WSO Iran in this fiscal year are the following percentages of NA literature distributed worldwide in all four branches in all languages combined:

30% of all Basic Text and *Just for Today*

35% of all *Step Working Guides*

42% of all *It Works: How and Why*

77% of all *Sponsorship* books

21% of all *White Booklets*

52% of IP #22, *Welcome to NA*

34% of all 30-day keytags

48% of all 18-month and
2-year medallions

31% of all 4-year medallions





NA World Services Staff

July 2007 – June 2008

Chatsworth, California, USA

Administration

Executive Director

Anthony Edmondson (anthony.e@na.org)

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Victoria Aparicio

Bob Jordan

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Hunter Marfuggi

Departing Staff

Tom Boscarelli, Writer-Editor

David Buffington, Events Team Assistant

In Memoriam

In this fiscal year, we suffered the devastating loss of four long-term NAWS employees. We take this opportunity to memorialize all of the staff who passed in 2007-2008. Each contributed to NAWS' efforts in ways that cannot be replaced. We sorely miss them all.

Freddie Aquino, FS Team Assistant

Passed 16 December 2007

Jeff Gershoff, FS Team Assistant

Passed 17 February 2008

Mike Polin, Meetings and Events Manager

Passed 25 September 2007

Tom Rush, Comptroller/Asset Management

Team Leader

Passed 4 January 2008

