

Excerpts on the Service System Project from *The NA Way Magazine*, 2008-2012

July 2008

The conference approved two new projects that will span two conference cycles and seven projects slated for the 2008-2010 cycle, some of which are ongoing and/or considered essential services, and another project that will be undertaken as resources are available. Approved projects include:

- Business Plan Workgroup*
- Fellowship Issue Discussions*
- Workshops*
- Public Relations*
- Leadership Orientation Material*
- Targeted Literature*
- Service System – Begins with developing a vision statement for all NA services; will span two conference cycles and frame discussions about service structure improvement.
- “Living Clean – The Journey Continues” – A two-conference-cycle project for a book on issues we deal with in recovery, including topics prioritized in literature surveys going back to 1999.
- Self-Support Pamphlets – Develop two new pieces to replace our current self-support pamphlets—one a simple graphic representation of the ways we can contribute; the other a discussion of self-support as a principle.
- Service Material – Allows for work on a variety of service topics covered in current and discontinued handbooks if resources are available to do so.

January 2009

Service System

This project is scheduled to span two conference cycles and will focus on creation of a vision statement for all NA service efforts, and on framing discussions and options regarding local service delivery. It will be essential to engage the fellowship in a meaningful discussion that might lead to a reframing of our service efforts and, ultimately, the creation of tools that will help deliver services more effectively—either a revision or rewriting of *A Guide to Local Services* and/or the production of other tools.

Our strategic plan explains that this project will “be rooted in an analysis of the success factors that work across our service structure, as well as allow for flexibility in meeting unique local needs.” You can help in that effort right away by sending us your best practices in your local NA community. What are you doing on a local level that is helping improve service delivery, build communication and cooperation, and more successfully carry the message to the addict who still suffers? Please write to the World Board (worldboard@na.org) and let us know.

July 2010

The Beginning of a New Conference Cycle

It’s impossible to summarize everything that happened during the 2010 World Service Conference in such limited space, but some of the highlights are included here. For complete conference information, including a summary of decisions, please visit www.na.org/conference.

We now have a vision statement for all NA services. By unanimous consent, WSC 2010 adopted “A Vision for NA Service,” which is included on page 20 of this issue of *The NA Way Magazine*. We encourage you to use this in your service efforts. It eloquently articulates what we strive for in carrying our message.

We have been using a service model designed in the 1980s, whose effectiveness and lack of flexibility may have outlived itself. At the conference, we presented initial ideas for redesigning the service system, that now need to be reviewed and discussed fellowshipwide. The Service System Project webpage is now online and includes material distributed at the conference, background reports, a current update, and a link to a bulletin board for the project, too. We plan to hold a series of five US workshops, mid-August through mid-November, to discuss and gather input on the structural model proposals. Updates will be posted online as they are available: www.na.org/?ID=servsys.

October 2010

How Do You Think We Can Improve the Service System?

We—world services together with interested members of the fellowship—are trying to design alternatives to our current service system, ways to more effectively serve the groups and better reach the addict who still suffers.

The Service System Project, which was unanimously adopted at the 2008 World Service Conference and affirmed at the 2010 conference, was created to generate ideas about how to solve some of our ongoing problems with NA service.

We are holding five US workshops during September and October to discuss proposals for changing our service system.

Suggestions in the proposals include ideas such as:

- Forming service bodies along state, national, and provincial lines (as well as town, city, and county lines) to make it easier for addicts to find us, and for people who deal with addicts to communicate with us.
- Using projects and a plan to coordinate services on a local level instead of having standing committees.
- Having a service body or a meeting devoted strictly to supporting the groups.

There is bound to be something to excite you, and maybe even something to concern you (though we hope not), in the proposals. If you were unable to go to one of the workshops and you have not seen the proposals yet, please have a look. Everything related to the project is posted online at www.na.org/servicesystem. On the Service System Project webpage you will find links to:

- The proposals for structural change
- Project background and updates
- A discussion board devoted to the project
- PowerPoint presentations and session outlines
- A form for input on the proposals

We welcome your thoughts at any time, but input specifically about these first draft proposals is due by 31 December 2010. We will release new material in 2011 and will have a better idea at that time of what we will talk about at the 2012 World Service Conference. Please participate in this important process. We cannot be successful with change of this scale unless we all work together.

www.na.org/servicesystem

January 2011

Service System Project Update

Narcotics Anonymous members carry the message at more than 58,000 recovery meetings per week. In so many ways and so many places, NA is successfully helping addicts find recovery, yet we continue to face struggles in providing many of our basic services. For years we have encountered the same challenges throughout our service system like apathy, poor communication, and insufficient resources. The four-year project was approved by the 2008 WSC to take a holistic look at NA service, and propose options for change. Our first step in the project was to create A Vision for NA Service, which was approved unanimously at WSC 2010 and serves as a focal point for all our service efforts. The aim of the Service System Project is to offer ideas to improve all NA services, including those that are already working well.

These considerations led to the structural proposals we first presented at the 2010 WSC, and which are available for downloading from the Service System Project webpage: www.na.org/servicesystem. This is just the beginning of a conversation about options for change. The proposals are not motions to be voted on; they are ideas to be discussed. To introduce the proposals to the fellowship and encourage discussion:

- We created a webpage (www.na.org/servicesystem), which includes:
 - The Structural Proposals Report
 - A Vision for NA Service
 - Project updates and background
 - A link to the online discussion board (<http://disc.na.org/servsys/index.php>)
 - PowerPoint presentations
 - Workshop session profiles and handouts
 - Spanish language materials
 - Project input form
- We discussed and gathered input on the proposals at five US Service System workshops and in workshops at both the Mexican and Honduran regional conventions, the European Delegates Meeting in Israel, and the Canadian Assembly in Toronto. These workshops familiarized local members with the material, preparing them to share the information at many local workshops throughout the fellowship.

We welcome your thoughts at any time, but input specifically about these first draft proposals is due by 31 December 2010. Once we have processed the input, we plan to re-release the proposals along with some new ideas about some of the key processes we use to deliver services, such as communication, decision-making, planning, and training.

Please visit
www.na.org/servicesystem
for complete project background, updates, and materials.

April 2011

Service System Project Update

One of the objectives of the 2010 NAWS Strategic Plan is to...

...transition from a service structure to a service system that is driven by unity in fulfilling our primary purpose and that is flexible in meeting the diverse service needs and goals of NA communities.

In August of 2010 we released a set of proposals that outlined some ideas about what such a service system might look like. We gathered input from the fellowship, held workshops around the US and sessions in other locations, and then we revised the proposals in March. These revised proposals will be the basis of further discussion that will help us to frame the material contained in the 2012 *Conference Agenda Report*. You can find the revised proposals and all other material related to the Service System Project online at www.na.org.

Foundational principles of a revitalized service system

There are five principles that are foundational to our thinking and common to each of the structural changes proposed:



Purpose-driven



Group-focused



Defined by geographic boundaries



Flexible



Collaborative

Thank you to everyone who took the time to read and give input on the first draft proposals. We continue to encourage you to share your ideas about how we can build a system that helps us to best achieve our primary purpose.

One of the specific things about which we are seeking input is shared services. Have you ever been part of a successful shared services body? We would love to hear about how that shared services body functioned—particularly how you dealt with issues of accountability to the different areas that the body was created to serve.

Please write to us with your experience: worldboard@na.org.

Please visit
www.na.org/servicesystem
for complete project background, updates, and materials.

July 2011

Service System Project Update

There is not much new to report on the Service System Project since the last *NA Way Magazine*. We released revised proposals in March. That draft and all other materials related to the project—including session profiles and PowerPoint presentations for the current proposal draft—can be found at www.na.org/servicesystem. That page will be updated with the latest information, including any ideas that come out of the June joint meeting of the World Board and Service System Workgroup.

Please continue to spread the word about the project. The 2012 *Conference Agenda Report* will include a set of “agreements in principle” related to the proposals to be voted on at the World Service Conference in April 2012. If those agreements pass, the board will present a project plan for some form of transition workgroup for the 2012-2014 cycle.

For additional and updated information, please visit:
www.na.org/servicesystem

October 2011

Issue Discussion Topics

As many members are aware, we have chosen issue discussion topics (IDTs) in past conference cycles to inspire discussion of particular issues and concerns raised by our members. The IDTs have also provided a way for us to gather ideas and input on these topics and even to help in the creation of new tools, such as the “Building Strong Home Groups” worksheet and some of the service pamphlets.

The IDTs for the 2010-2012 conference cycle differ from previous cycles in that they are designed to familiarize members with some of the newest resources approved at the 2010 World Service Conference. Those new pieces include:

- A Vision for NA Service
- *In Times of Illness*, Revised
- IP #24, *Money Matters: Self-Support in NA*
- IP #28, *Funding NA Services*

To help raise awareness of these new resources, we have developed session materials for regional delegates and other local trusted servants to conduct workshops in your communities. These materials are available online at www.na.org/?ID=2011_IDT.

A Vision for NA Service

A Vision for NA Service, which was developed as part of the Service System Project, was unanimously approved at WSC 2010 to replace the NA World Services Vision Statement. The main difference is that the vision has been expanded to apply to all NA services, beginning with the NA groups. Our hope is that

this new vision statement will be an inspiration to all NA members and to service bodies at all levels, and that it will encourage greater unity throughout NA.

The Vision IDT session gives members an opportunity to look closely at all of the components of the vision statement and discuss how each of its points applies to their own personal roles and the roles of their groups and service bodies in working to achieve the aims set out in the vision.

The 2012 Conference Agenda Report

It's almost that time of the cycle again—*CAR* season approaches! The 2012 *Conference Agenda Report* will be published in English on 28 November 2011, and translated versions will be available 28 December. In addition to other items, this *CAR* will contain the approval draft of "Living Clean" in an addendum, and a motion to approve the text.

There will also be a set of "agreements in principle" about the service system to be voted on at the next World Service Conference. The latest version of the Service System Proposals will also be included to provide background information for the agreements in principle. As always, the *CAR* will be mailed to conference participants and regions, and it will be available for sale at NA World Services or as a download on the World Service Conference webpage:

www.na.org/?ID=conference-index.

Service System Project Update

What's Happening to Our Service System?

Regular readers of *The NA Way Magazine* may have noticed updates on the Service System Project in the last few issues. Others have been able to attend one of the many service system workshops around the world. For those of you who haven't seen those pages or couldn't make those events (we've missed you!), the good news is that it's not too late to find out what's going on, and it's not too late to get involved.

What Do You Mean by "Service System"?

For the last three years NAWS has been talking with interested members around the world about our service system. We put together a project and a workgroup that are collecting best practices and other ideas, and proposing possible changes to revitalize NA service. Our hope is to create a system with all the different parts working together to better fulfill our primary purpose, rather than simply a collection of service bodies that are often short on resources and don't always function together toward a common goal.

So far, the project has produced *A Vision for NA Service*, which is intended to serve as a common goal and inspiration for service work throughout NA. This was included in the 2010 Conference Agenda Report and unanimously approved at the 2010 World Service Conference.

We have also published a first and second draft of a Service Systems Proposals report that is packed full of ideas for a revitalized system. However, building a system involves much more than reports and articles in magazines. Our hope is that NA members around the world will continue working together to discuss the ideas from the project. In some places, NA communities are already trying out some of the ideas presented in the proposals. We are interested in hearing from you: What do you think will help improve service delivery in your community?

How Can I Find Out What's Happening?

The first stop is the Service System Project webpage at www.na.org/servicesystem. Here you can find everything you need to know about the project, including its background, the vision statement, proposals report, project updates, and a range of materials to help local members hold workshops in their home communities.

For those of you planning to attend WCNA 34 in San Diego, the World Board will be hosting three forums devoted to the ideas from the Service System Project. Two of the forums will present the ideas in the proposals and the other will be more of a town hall format, devoted to questions and answers about the ideas. We hope to see you there!

What Happens Next?

The 2012 Conference Agenda Report will contain a series of "agreements in principle," each of which will express a fundamental part of the systemic changes being proposed. Each agreement in principle will be the subject of a CAR motion, enabling groups to approve each part of a broad base of commonly agreed-upon principles. If this foundational set of agreements is approved, the board will present a project plan for a transition workgroup of some kind, and we will move forward together into the next phase of the project.

For additional and updated information, please visit:
www.na.org/servicesystem