



# Service System 101

November 2012

# Project Background

- **Workshop feedback for many years reports common challenges**
  - **apathy, duplication of efforts, poor communication...**
- **Project passed in 2008 & 2010**
- **Vision for NA Service passed in 2010**
- **Resolutions passed in 2012**
- **Transition plan will be presented in 2014**



Български Eesti Nederlands मराठी தமிழ்  
 Bahasa Melayu বাংলা Türkçe Slovenèina  
 Українській Moldoveneasca English

Íslenska

Portugues 中文  
 عربي  
 日本語  
 ಕನ್ನಡ

Afrikaans

Anglicized  
 हिन्दी

hrvatski

Svenska Polski  
 فارسی

Deutsch

মনপুরি

## A Vision for NA Service

All of the efforts of Narcotics Anonymous are inspired by the primary purpose of our groups. Upon this common ground we stand committed.

Our vision is that one day:

- 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;
- Every member, inspired by the gift of recovery, experiences spiritual growth and fulfillment through service;
- NA service bodies worldwide work together in a spirit of unity and cooperation to support the groups in carrying our message of recovery;
- Narcotics Anonymous has universal recognition and respect as a viable program of recovery.

Honesty, trust, and goodwill are the foundation of our service efforts, all of which rely upon the guidance of a loving Higher Power.

नेपाली  
 Suomalainen  
 Bosanski

עברית

Lietuviškai Dansk  
 Slovak

Français

Brasileiro ਪੰਜਾਬੀ Norsk Русский Magyar Filipino  
 اردو

Deutsch

Bahasa Indonesia

Malti

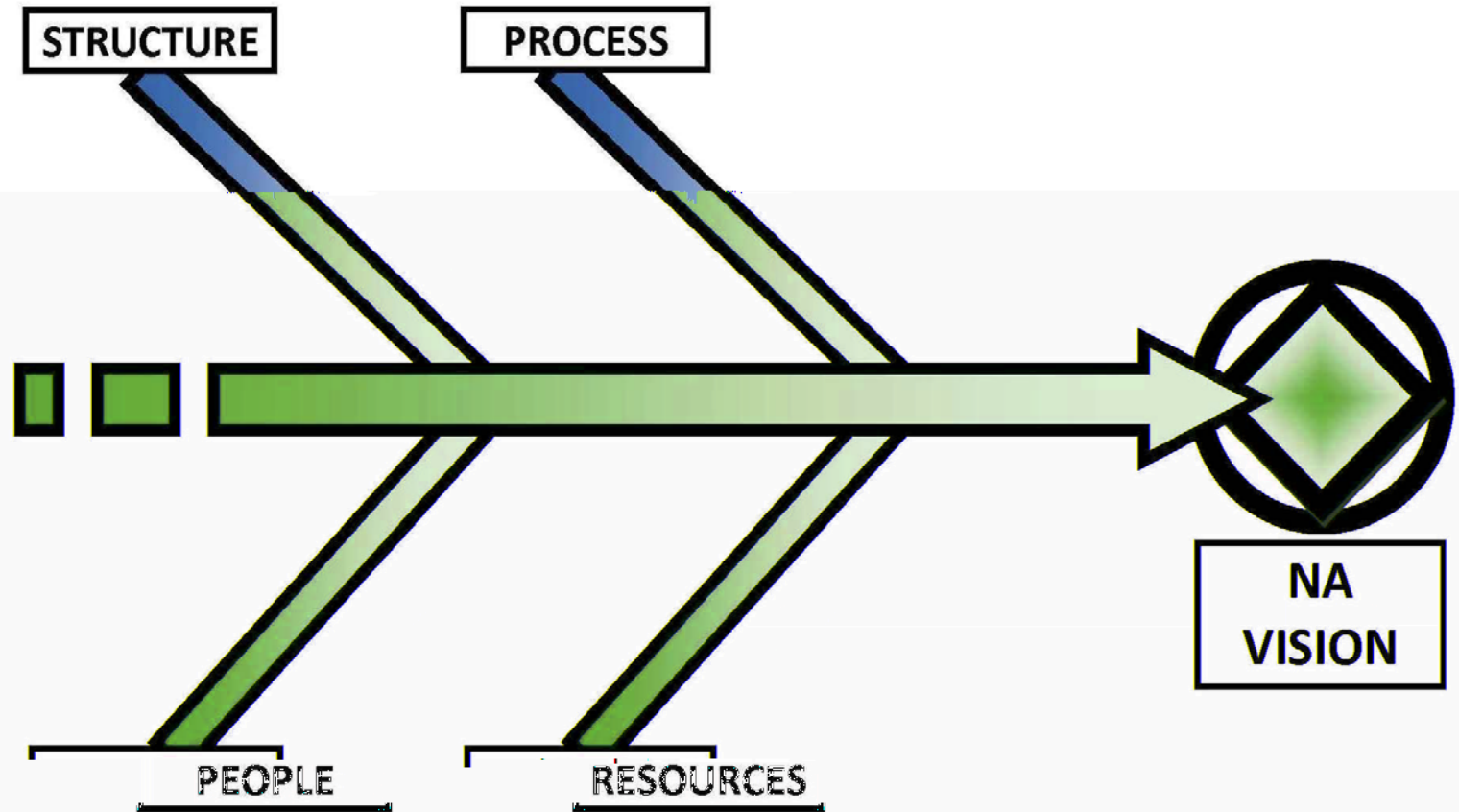
Español  
 ภาษาไทย

Italiano

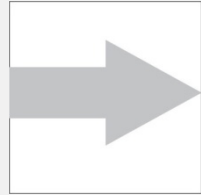
Swahili



# Elements of an Effective System



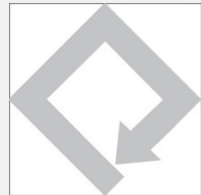
# Foundational Principles



**Purpose-Driven**



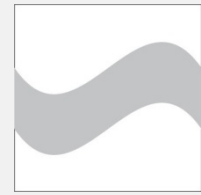
**Group-Focused**



**Defined by Geographic  
Boundaries**



**Collaborative**



**Flexible**



# Overview of the Proposals

- **GSUs and LSUs replace ASCs**
- **GSUs devoted to group support**
- **LSUs devoted to service delivery**



# Group Support

## What happens at the GSU:

- **Welcome & outreach to new groups & members**
- **Informal information sharing – group to group**
- **Orientation & introduction to service**
- **Open attendance**
- **Neighborhood based**
- **Usually multiple GSUs for one LSU**



# Local Services

## The Local Service Unit:

- **Delivers bulk of local services**
- **Uses planning**
- **Meets quarterly**
- **Conforms to a recognized geographic boundary**
- **Uses CBDM**





# Local Services

## Annual Assembly

- **Planning event to gather input, develop goals, and set service priorities**
- **This is one of the quarterly LSU meetings**
- **Wide attendance consisting of any other interested members**



# Local Services

## Local Service Board

- Meets monthly (or as needed)
- Consists of admin officers, delegates to next level of service, coordinators for essential services
- Oversees workgroups and essential services
- Coordinates planning assembly
- Develops budgets and plans
- Maintains external relationships



# Intermediate Bodies

- **Occupies space between service bodies like an accordion, when needed due to density, distance or language**
- **Based upon need**
- **Could be useful in large countries or states**
- **Communication is main function**



# **State/National Service Bodies**

- **Interact with statewide/national government and professionals**
- **Centralized service resources, coordinate training, etc among LSUs**
- **Communication link between WSC and local NA communities**
- **Assemblies and conventions**



# Zonal Service Bodies

**Possible roles of zones include:**

- **Fellowship development**
- **Leadership development**
- **Planning**
- **Fund-flow**
- **Sharing best practices**
- **Connecting regions**
- **Communication link**

**Do zones need common standards or more collaboratively determined boundaries?**



# Ongoing Discussion Topics

- **Large and small (NA population) SNPs**
- **Seating Criteria (WSC)**
- **Consensus-Based Decision Making**
- **Lit Distribution & Fund Flow**
- **RSOs & Service Offices**
- **Border Communities**
- **Ethnic/Language/Culture Considerations**
- **Role of Zones**
- **Incorporated Bodies/ Conventions**



# Service System Webpage

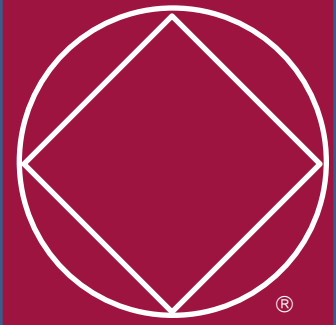
More information is available at

[www.na.org/servicesystem](http://www.na.org/servicesystem)

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[servicesystem@na.org](mailto:servicesystem@na.org)





Q & A