

Service System Proposals – Third Draft

Session Overview:

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|-------------------------------------------|------------|
| • Intro & Background | 10 minutes |
| • Group and local services | 15 minutes |
| • Intermediate, state/national, and zones | 15 minutes |
| • WSC Seating | 10 minutes |
| • Processes | 15 minutes |
| • Questions and Answers | 20 minutes |
| • Wrap-up | 5 minutes |

Introductions and Project Background

10 minutes

On tables for this session - Vision Statement, Service System Proposal Report addendum from 2012 CAR and list of resolutions and straw polls (if full copies of the CAR are unavailable), note sheets, Tradition and Concept sheets

Briefly review the materials on the tables, and let everyone know the CAR is available online

Slide 1:

Introduce workshop facilitators.

Workshop Objectives Slide 2

Explain that this workshop is just intended to give an introduction to the ideas in the report, and answer as many questions as possible, helping people to better understand the resolutions and participate in the straw polls in the CAR. The proposals have lots of detailed information and it would be impossible to cover all of it here, but you can read the essay and addendum in the 2012 CAR or go online to the project webpage and find out more. Also write to world services or contact your regional delegate.

(Maybe ask for a show of hands to see who has been to a service system workshop session already and/or is familiar with the proposals.)

Project Background Slide 3

Many members have asked “where did this project come from?” We’ve “retrofitted” the structure as best we can over the years but we continue to hear about the same problems with local services from different sources:

- Open-ended sessions at Worldwide Workshops all around the fellowship for years asked what were the most significant issues members faced; most pointed to challenges with local services. Apathy is almost always the #1 challenge – people don’t want to be involved.

- At PR Roundtables with professionals from the treatment, medical, and judicial fields, we asked about their perceptions of NA and how we are to work with. They indicated significant challenges such as NA being hard to contact or having multiple service bodies to communicate with.
- We've had several IDTs focused on our service system (Infrastructure, Our Service System, Leadership, Communication) over the last decade. Members talked about very little training and mentorship, a lack of trusted servants, a negative atmosphere of recovery in our service meetings, and ineffective services (e.g., helplines with no one answering them), to name a few issues.

The Service System Project is taking a holistic look at the system to think of ways to resolve some of these problems. Project unanimously adopted at WSC 2008; unanimously reaffirmed at WSC 2010; new project will be proposed at WSC 2012 for transition.

Additional background info is available on the webpage: www.na.org/servicesystem.

First concrete piece of work to come from the project: A Vision for NA Service passed at WSC 2010. **Slide 4**

In August 2010 we released “first draft” proposals, after getting input at the conference on the initial ideas from the project. We took input on those proposals until the end of 2010, published “second draft” proposals in March 2011, and then revised and rereleased the proposals as part of the 2012 CAR. The differences from the first draft to now are not major, for the most part—more of a refinement than rethinking. We have also added new material each time, offering thoughts on the processes we use in service, and some examples of how the ideas **could** look in different types of communities.

Fishbone diagram Slide 5

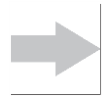
This illustrates the different elements of any successful system: structure, process, people, and resources. Those elements must all work together to realize our vision. Our first draft proposals focused almost exclusively on structure—though it was a “process-driven” structure. What that means is that process issues (e.g., How to communicate more effectively with the public? How to better support the groups?) informed our ideas about how to structure service bodies.

The second and third draft proposals introduced more ideas about processes. As we continue to discuss ideas for how to more effectively deliver services and continue to refine these proposals, we hope to further develop ideas about processes, people and resources.

This relates to Resolution 1.

Five foundational principles **Slide 6**

The resolutions in the CAR attempt to capture some of the principles that are the foundation of our thinking about a revised system.



Purpose-driven: Each of the proposed service system units is designed to answer a specific need or group of needs, and the responsibilities of each unit should be clearly defined and understood. **This relates to Resolution 4 and 5.**



Group-focused: The group support unit (GSU) focuses on aiding the groups in their efforts to carry our message. **This relates to Resolution 2.**



Defined by geographic boundaries: Following established geographic boundaries for our service bodies where practical will make it easier for professionals and the general public to find and communicate with us. It will also allow us to interface better with professional and legislative bodies. **This relates to Resolution 7 and 8.**



Collaborative: Successful service provision depends on all the elements of a service system working together toward a common goal. Consensus-based decision making encourages collaborative efforts within service bodies. Communication and planning help service bodies cooperate and synchronize efforts both “vertically” and “horizontally” throughout the structure. **This relates to Resolution 5 and 6.**



Flexible: We feel strongly that form should follow function and that communities need to have the flexibility to adapt the system in ways that work best for them. Structurally, that may be accomplished through optional service bodies, or “intermediate bodies,” which can answer specific needs if the general model of GSU-LSU-state/nation/province cannot accommodate distance, density, or language needs in a given community. **This relates to Resolution 7.**

Group and Local Services

15 minutes

Now we are going to talk about some of the ideas for delivering local services in the proposals.

Explain how in our current system the ASC has responsibility for both group support and local service. That is how the ASC is described in *GLS*. In many cases, having this dual focus means the needs of the groups gets overlooked. **Slide 7**

These proposals offer a division of these tasks between the GSU and LSU. The GSU is devoted to group support and the LSU to local service delivery. LSUs are larger and they are defined geographically where possible (e.g., city, town).

Group Support **Slide 8**

The GSU is where local groups gather to discuss their issues apart from the “business” and policies of NA. **Relate to Resolution 2.**

The GSU offers both structural and process changes intended to better support groups:

- GSUs are discussion forums for group issues, not decision-making bodies
- Several GSUs will make up an LSU - this will vary depending on size and density
- GSUs are neighborhood based

What happens at the GSU? **Slide 9**

- Welcome & outreach to new groups & members
- Informal information sharing – group to group
- Orientation & introduction to service
- Informal training & mentoring (**Relate to Resolution 3**)
- Some limited, informal service (putting up fliers, supporting outreach or H&I) if necessary
- Open attendance; at least one designated delegate from each group

GSU Options Slide 10

There are two structural options for organizing the GSU: two-track and linear.

The more the board discussed the two options, the more the two-track option seemed to the most sense. In particular, the idea of a quarterly LSU meeting reduces the amount of service meetings a group delegate would have to attend, making it less burdensome to attend both the LSU and the GSU. Some communities may still prefer the linear, however.

Two-track Option:

- Two-track GSU has *sole* focus of group support, preserving the simplicity of the meeting
- Two-track option requires groups to send a delegate to the LSU & GSU
- Quarterly LSU meetings help make this option less demanding on a group's resources

Linear Option:

- The GSU is part of the delegation stream between the group and the LSU (explain the term "delegation stream" if necessary) so group only needs to send a delegate to the GSU
- Linear GSU still has *main* purpose of group support, although link with LSU may make it challenging to keep this focus

Local Services Slide 11

The local service unit:

- Delivers the bulk of local services
- Conforms to recognized geographic boundary whenever possible and practical – **Relate to Resolution 7**
- Is purpose- and vision-driven – (explain these terms if necessary) **Relate to Resolution 4**
- Is plan-driven – (explain these terms if necessary) **Relate to Resolution 5**

The proposals give more detail about how the local service unit, the LSU, might operate.

In essence, there are several main components to the LSU:

1. Local Planning Conference: **Slide 12**
 - A 3-4 times per year event
 - Consists of delegates from both groups and GSUs, Local Service Board members, project coordinators, interested members
 - One meeting a year is the Annual Planning Assembly. Other meetings follow the planning cycle:
 - Approving workgroups and budgets
 - Monitoring and reporting on services and redirecting if necessary
 - Evaluating services and holding elections for LSB
 - Primary focus: executing this quarter's step in the annual planning cycle
 - Consensus-based decisions
2. Annual Assembly: **Slide 13**
 - Environmental scanning to gather input from inside and outside NA that may affect service priorities and service provision
 - Reaffirming existing priorities, setting new priorities
 - May complete some projects and begin others
 - Wide attendance consisting of group delegates, GSU delegates, LSB members, project coordinators & workgroup members plus any interested members
 - Consensus-based decisions
3. Local Service Board: **Slide 14**
 - Meets Monthly (or as needed)
 - Includes admin officers, delegates to the next level of service, and coordinators for essential services
 - Oversees workgroups and essential services
 - Coordinates planning assemblies
 - Develops budgets and plans
 - Maintains external relationships

Delegation & Communication

Slide 15

- On a local level—more administrative details are delegated.
- In this way, we hope to create an environment where discussion and decisions at the LSU can be more focused on planning, priorities, setting direction, etc. More strategic, less administrative. More forest, less tree.

- There is no intention to change how a conscience is gathered locally to take to the WSC.
- We have begun talking about some ways that we can help improve communication and bridge some of the disconnect (e.g., between world & local services)—for instance, synching planning cycles across the service system may help—but we know we have a long way to go.
- We all hope some of these huge problems in communication are some of what we hope to address. We are open to all ideas!

Intermediate Bodies, State/National Service Bodies, and Zones

15 minutes

Slide 16

Intermediate bodies would be formed when density or distance (or language) indicates they would be needed. The intermediate body is like an “accordion” piece; they give the system flexibility to meet needs brought about by large distances or dense populations or minority language populations.

Explain the main features of an intermediate body, including:

- They occupy the space between existing service bodies – like pieces of an accordion
- They are formed based on need and can be structured to suit local conditions
- Their primary purpose is to facilitate communication, but they may also deliver services

State/National Service Bodies Slide 17

The proposals outline a system where most services will be delivered locally, but services would be coordinated on a state, national, or province level. So there would be service bodies for most US states and Canadian provinces as well as countries outside the US.

- We know we need more definition about what constitutes a “state” versus a “nation.”
- Some countries that are organized by state and that already have multiple regions, such as Brazil, Mexico, Russia and India, may be organized by state rather than nation. And some places like New England or the Balkan nations may want to combine states or nations.
- Border communities may join neighboring states for service provision purposes if it is practical.

Some of the things a state/nation/province might do include: **Slide 18**

- Interact with statewide government and professional bodies
- Organize assemblies and conventions
- Coordinate centralized resources like phonelines, websites, service offices, liability and event insurance, training roll-outs
- Provide a communication link between the WSC and local NA communities

Zones in a System of Service Slide 19

Some of the ideas for zones in a new service system are:

- Zones offer opportunities for communication between state/national bodies, and for communication between NAWS and state/national bodies.
- Zones may need some common standards for how are they structured and how they operate, e.g. do they have an administrative body, do they operate as decision-making bodies, do they use consensus?
- Viewing service systematically, it makes sense to collaboratively reexamine zonal boundaries

Possible roles of zones include: **Slide 20**

- Fellowship development
- Leadership development
- Planning – collecting information and feeding it into the NAWS scanning process
- Fund-flow – how are zones a part of this?
- Share best practices
- A point of connection
- Communication link as described above

WSC Seating

10 minutes

Slide 21

Make sure attendees are familiar with what the WSC is and briefly explain background of seating if required, including:

- Different methods for seating regions have been used over the years, from an informal process in the early days of the WSC to a formal application and voting process for regions that satisfied a set of seating criteria more recently
- The criteria passed at WSC 2000 have not always been successful in helping the conference to make decisions
- The WSC has continued to grow in size and is becoming unmanageable in size and cost
- WSC 2008 agreed to 2 cycle moratorium on seating regions resulting from regional splits while the board worked on seating options

The World Board will be recommending a seating model based on state/national/province service bodies. This model may have a shelf life due to the size of the WSC, but seems most practical at this time.

There will need to be some other criteria for seating, such as previous service experience.

Some regions that consist of parts of states will have to unify. Hopefully this will also have the effect of enabling them to provide state-wide services that they are currently unable to do.

Arrangements for large states or countries that currently have more than one region are still being discussed.

Some smaller states or countries may group together for seating, and service provision, if it makes sense, e.g. New England or the Balkan countries.

Processes - the Most Significant Change **15 minutes**

Processes Slide 22

As you've seen from the brief description of the LSU, this draft of the proposals does have more information about processes, for instance planning at the LSU. We have talked quite a bit about many of the other processes as well. For example, this draft of the proposals offers some ideas for fund-flow and literature distribution.

The bulk of the information on processes in the proposals is broad and oriented toward principles rather than concrete practices. We have listed principles for five main processes:

Communication: Sharing information & ideas with each other. Better using tools & tying communication to planning

Leadership: Identifying leadership potential, training, mentoring, making effective use of veteran leaders

Planning: Determining actual needs, setting specific goals, assessing and assigning resources, monitoring and making adjustments

Decision Making: Working together to make decisions through consensus where possible, exercise delegation and accountability

Information Management: Capturing, preserving, and delivering information as needed

Questions and Answers **20 minutes**

Cover as many questions as the remaining time allows, ensuring there are a few minutes left to wrap up before the session is over.

Wrap-up **5 minutes**

Slide 23

These proposals will form the basis of discussions in the 2012 CAR.

- Current 4-year project to end at WSC 2012
- We are offering 8 resolutions in the 2012 CAR for voting on at the 2012 WSC, along with 9 straw polls on specific ideas from the proposals.

- We will be asking the conference for another project beginning in 2012 to work on transition plans

Service System Webpage Slide 24

More information is available here: <http://www.na.org/servicesystem>