Literature, Service Material, and Issue Discussion Topics

This is the third time we will include a survey in the *Conference Agenda Report* to help set priorities for recovery literature, service material, and Issue Discussion Topics (IDTs). The responses to this survey will help frame delegates' discussions and inform their decisions at the WSC.

We are asking members to fill in the online version of the survey posted at www.na.org/survey by **1 April 2020**, and we will compile those responses for the Conference to consider. We are also asking Conference participants to collect the conscience of their service bodies by 16 April 2020. We will send delegates a link to submit those results when it's closer to the WSC. We will compile those results to distribute as well.

Many of the items in this survey are simply carryovers from the surveys in the previous two *CAR*s. We added ideas we have heard since the last Conference through conversations, emails and phone calls, workshops, and input to the planning process. After compiling all of those ideas, we distributed a draft of this survey to Conference participants for input, and we have added their input to the lists that follow. We also have included all of the ideas in the current *CAR* motions.
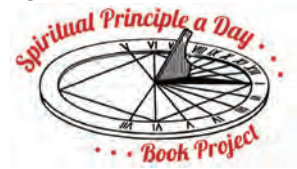
Members' responses to this survey will help Conference participants decide on what local service tools and recovery IPs to develop next. We are committed to completing the Spiritual Principle a Day book (www.na.org/spad) in the 2020–2022 Conference cycle, and we do not anticipate we will have the resources to fund any other in-person workgroups. That means we will use web meetings, focus groups, and virtual workgroups to develop smaller pieces such as IPs and service tools in the cycle ahead. With this approach in mind, we are planning to offer two general project plans in the Conference Approval Track material, one for IP development and one for local service tools. The specific focus of those two plans will be determined at the Conference using the survey results as a resource.

After the sections of the survey asking for your priorities on recovery literature, service material, and Issue Discussion Topics, we are including a section on the future of literature and service tools. We would like your input on some questions that will help shape Conference discussions on improving access to materials and implementing better processes to respond to Fellowship needs.

Recovery Literature

Unless otherwise directed by WSC 2020, we are planning to continue work on:

- the Spiritual Principle a Day (SPAD) meditation book (www.na.org/spad)

WSC 2018 passed this project with the intention that 2018–2020 would be the first of two cycles for the project. We will offer a project plan for the second cycle of the project in the Conference Approval Track material.

Selecting up to three of the options on the next page will help the WSC prioritize the focus of an IP project for the upcoming cycle, and it will help set possible priorities for future work/project plans. We also are asking for your input on what pieces of recovery literature you would prioritize for revision. Please select up to two pieces to revise. We will offer a project plan in the Conference Approval Track material to revise one IP per cycle, and your responses to this list will help Conference participants decide what to focus on in the cycle ahead.

We will collect responses from members until 1 April 2020, and we will compile those responses for the Conference to consider. You can access the survey at www.na.org/survey or from the link on the NA Meeting Search app. We also will ask regions and zones to submit their regional and zonal consciences by 16 April 2020, so that we can compile those to distribute as well.

New Recovery Literature (choose up to 3)

Literature to support Step work
○ Booklet of Step study questions taken from "How It Works" in the Basic Text
○ Step working booklet focused mainly on Steps 1–3 aimed primarily at new members and those in treatment and drug courts
○ Step working guide aimed at members not new to working the Steps

Literature exploring specific spiritual principles
○ List and definition of spiritual principles
○ The spiritual benefits of service
○ Members' experience, strength, and hope on trustworthiness and trusting the process
○ Maintaining gratitude in early recovery

Create a new IP or booklet
○ On doing a daily personal gratitude inventory
○ On using social media in NA
○ Personal stories about relationships and families in recovery
○ Dealing with trauma/PTSD in recovery
○ Atmosphere of recovery in service
○ Dealing with grief in recovery
○ What is Narcotics Anonymous? (for newcomers and visitors)
○ Literature for atheists and agnostics
○ What does it mean that NA is a spiritual, not religious, program?
○ Literature for younger members
○ Literature for older members
○ Literature for experienced members/"oldtimers"
○ Literature for LGBTQ+ members
○ Literature for women in recovery
○ Literature for First Nations/indigenous members
○ Literature for members who are professionals
○ Literature for members who are veterans

Other
○ Other:
○ No new recovery lit

Revisions to Existing Recovery Literature (choose up to 2)

Revise an existing piece of NA literature
○ Revise *The Narcotics Anonymous Step Working Guides*
○ Revise the *Sponsorship* book
○ Revise IP #21 *The Loner*
○ Revise IP #6 *Recovery and Relapse*
○ Revise IP #26 *Accessibility for Those with Additional Needs*
○ Revise IP #7 *Am I an Addict?*
○ Revise IP #20 *H&I Service and the NA Member*
○ Revise IP #15 *PI and the NA Member*
○ Revise *Twelve Concepts for NA Service*
○ Review currently approved recovery literature to gender-neutralize NA literature where possible

Other
○ Other:
○ No revisions

Service Material

As with the recovery literature category, work is already underway on previously prioritized service material. We have been working on two service material project focuses since WSC 2016: Local Service Toolbox (www.na.org/toolbox) and Conventions and Events (www.na.org/conventions).

Unless otherwise directed by the WSC, we plan to continue developing pieces for a Conventions and Events Toolbox. So far, we have worked on three pieces—one piece on Program, one on Money Management, and a third on Contracts and Negotiations—which are meant to be part of the larger toolbox.

The Local Service Toolbox pieces that we have drafted, on the other hand, can function as stand-alone pieces. So far, we have finalized *CBDM Basics* and a piece on *Serving NA in Rural and Isolated Communities*. We are currently at work on "GSR Basics." Most of the items below could easily fit into a Local Service Toolbox along with the two published pieces and the third currently in development.

Selecting up to four of the options below will help the WSC prioritize the focus of a service tools project for the upcoming cycle, and it may help set possible priorities for future work/project plans.

Service Material (choose up to 4)

Service materials to support individuals' efforts

- ○ Carrying the NA message effectively
- ○ How to be a trusted servant in NA
- ○ Personal application of the Concepts and Traditions
- ○ Applying and working the Concepts
- ○ Respect as a spiritual principle of service

Public relations

- ○ Our public image: creating confidence in NA
- ○ More social media guidelines above and beyond the service pamphlet
- ○ More short, focused PR resources such as tools to assist in reaching the medical community, criminal justice, and those who refer people to NA
- ○ Sponsorship behind the walls basics

NA Services 101

- ○ Online meetings best practices
- ○ Best practices for virtual service meetings
- ○ The impact of technology on services and workloads
- ○ Best practices for service workshops
- ○ Facilitation basics
- ○ Create a service pamphlet explaining what we mean by "under no surveillance at any time"
- ○ What is NA World Services and how does it work?
- ○ Fellowship development basics
- ○ Cooperation, not affiliation—our relationship to others, including AA
- ○ Collaboration among service bodies
- ○ When service bodies split or reunify
- ○ Description of service commitments at areas and regions
- ○ Effective report writing
- ○ Tools for mentorship, including as it relates to service bodies and new meetings
- ○ Group support forum, local service conference, and local service board basics
- ○ Policy in NA—different kinds of policy styles and approaches

Legal, financial, and Seventh Tradition tools

- ○ How we apply the principle of self-support in NA.
- ○ Fund flow in the digital age
- ○ Fundraising—what is appropriate?
- ○ Information for creating legal entities/incorporating
- ○ The *Fellowship Intellectual Property Trust* (*FIPT*) and local websites
- ○ Dealing with banks and government financial regulations
- ○ Dealing with misappropriation of NA funds
- ○ Area treasurers' and budgeting basics

Revise existing service material

- ○ Update *A Guide to Local Service in NA* (*GLS*)
- ○ Revise *Translation Basics*
- ○ Revise and update *Planning Basics*
- ○ Revise and update *PR Basics*
- ○ Revise and update *H&I Basics*
- ○ Revise and update the service pamphlet *Disruptive and Violent Behavior* to reflect current practices in the Fellowship and include the issue of sexual predators
- ○ Revise and update the service pamphlet *Group Business Meetings*, with a section on using a CBDM process, and the concept of delegation

Other

- ○ Other:
- ○ No new or revised service material

Issue Discussion Topics

The Issue Discussion Topics (www.na.org/idt) are just that—issues that are discussed throughout the Fellowship for the two years between Conferences. The results of those discussions can contain some of NA's best practices and have created the foundation for several service pamphlets (https://www.na.org/?ID=servicemat-svc-pamphlets) and other tools and literature, including the Building Strong Home Groups worksheet, service pamphlets such as *Principles and Leadership in NA Service* and *Disruptive and Violent Behavior*, the *Money Matters* IP, and more.

The 2018–2020 Issue Discussion Topics (IDTs) are:

- Attracting Members to Service
- Carrying the NA Message and Making NA Attractive
- Drug-Replacement Therapy (DRT) and Medication-Assisted Treatment (MAT) as It Relates to NA

For more information on those IDTs, see page 22 of this *CAR*.

Selecting up to four of the options to the right will help the WSC select Issue Discussion Topics for the upcoming 2020–2022 cycle.

Issue Discussion Topics (choose up to 4)

IDTs for 2020–2022 cycle
○ DRT/MAT as it relates to NA—what do we want to say in a piece of NA literature?
○ What it means to be self-supporting in NA
○ The *Fellowship Intellectual Property Trust* (*FIPT*) and upcoming revisions
○ Our Symbol—a closer look
○ The importance of our Traditions to NA
○ Group conscience and consensus-based decision making
○ PR Basics—what they are and why they are important
○ Simplicity and flexibility in service
○ Empathy and respect in service—practicing spiritual principles
○ Growing NA in established communities
○ Social media and PR issues
○ Dealing with disruptive and predatory behavior
○ Making NA accessible for those with additional needs
○ Getting youth and newcomers involved
○ Becoming a better sponsor
○ Creating community in NA
○ Mentoring and learning in service
○ Leadership in NA
○ The integrity and effectiveness of our communications
○ Eleventh Concept—NA funds are to be used to further our primary purpose and must be managed responsibly
○ Building our unity while respecting our differences
○ Retaining members in NA
○ Illness/medication and our literature
○ Using *Guiding Principles* to frame discussions on current issues/challenges
Other
○ Other:

Future of Literature and Service Tools

The survey to set priorities for literature, service materials, and Issue Discussion Topics has become a regular feature of the *Conference Agenda Report*. In addition to that part of the survey, to help us prepare for WSC 2020 discussions, we would like to ask you some broader questions about literature.

⇨ **We are including these questions in the *CAR* to get a pulse to frame WSC discussions. This is input, *not* a decision. We will report the survey results to Conference participants and, after the World Service Conference, we will report on any related discussions and next steps.**

Several of the recent motions for Conference consideration have been about converting service pamphlets to informational pamphlets (IPs), and that has us thinking about our literature categories and our development processes.

A couple of concerns are driving the questions that follow. First, we want to be sure groups and members have access to the materials they want and need. Second, we would like to improve our ability to respond to Fellowship needs in a timely fashion and to update materials and remain current—this applies both to service materials and recovery literature.

Fellowship-Approved Recovery Literature Development Process

Our current process for NA Fellowship-approved recovery literature dates back to the 1970s and 80s. Over time and with experience we have adapted the process, and it seems to have improved. Technology has helped increase access and participation from members throughout our worldwide Fellowship who speak many languages. Our emphasis on collecting writing and ideas from members before we begin drafting material has led to books and pamphlets shaped by all interested members regardless of the language they speak or where they live.

An idea for a new piece, such as "Mental Health in Recovery," typically comes from the Fellowship, perhaps through input in the *CAR* survey. Once the World Service Conference has prioritized an item for recovery literature, a survey is created to gather ideas from the Fellowship on what they want (and do not want) the piece to say. With "Mental Health in Recovery," the idea for a new IP was discussed and approved at WSC 2016, a survey was conducted in 2016–2017, and the results of that survey shaped the plan for the creation of the IP that was presented to and approved at WSC 2018. The survey was completed by members in 48 US states and 27 other countries in a variety of languages. We received over 1,500 pieces of input, and that input created a clear road map for what the draft pamphlet would say. This up-front input for literature projects has provided clear direction and allowed participation by a more diverse range of members in their native language.

After approval at WSC 2018, a workgroup was formed, and a draft was created based on the Fellowship input received. That draft was reviewed by the workgroup and the Board. Then what is called a review and input draft was posted online for over 100 days in 2019. Again, as with the initial survey, any interested member of the Fellowship could submit input. The input received—approximately 500 pieces from 16 countries—was used to revise and shorten the pamphlet, and what is called the approval draft is presented in this *CAR* for approval.

These are the basic steps we go through to create each new piece of recovery literature. We strive to bring all interested members into the process and capture the voice of the Fellowship as a whole. As we stated, we believe this process has improved over time and works well. This survey is not motivated by a desire to revise or change the development or approval process for NA Fellowship-approved recovery literature. We believe materials that speak to members about their personal recovery as well as materials that establish fundamental NA philosophy should go through this rather long and involved but invaluable process.

How We Categorize Our Material

Our challenges today are more about how pieces are designated—whether as recovery literature or as service material—and how we become more efficient and more nimble at creating new materials that the Fellowship requests, revising material that is outdated, and ensuring that members and groups have access to the materials that have been created for them.

Prior to the 2000 World Service Conference, all material was subject to the same approval process. When the designations for recovery and service materials were first created, the Fellowship was primarily English-speaking and service material was primarily large handbooks. No systematic effort was made to review the classification of already published materials, particularly IPs. Instead, all IPs were designated Fellowship-approved material. We have provided a list of our current recovery literature and service materials in Addendum F of this *CAR* to help you understand where we are today. This table includes all of the items we publish, the date they were originally published to the best of our knowledge, the last revision date, how they are categorized, and what languages they are currently published in. We hope that you take the time to review it and hope this information is as interesting to you as it has been to us. It's worth noting that our record keeping has gotten much better over the years, and the data here is the best we have been able to put together from our files. If you note an error, let us know.

Currently, we have three basic categories of literature and service materials: Fellowship-approved, Conference-approved, and World Board–approved. These approval processes are explained in detail on pages 41–44 of *A Guide to World Services in N*A. In brief, Fellowship-approved material must be sent out to the Fellowship for review and input and included in the *Conference Agenda Report* for approval by the Fellowship. Conference-approved material may or may not have a review and input period depending on the project plan and can be included in either the *Conference Agenda Report* or Conference Approval Track material for approval. Board-approved material is sent to Conference participants for a 90-day review period before being approved by the Board.

There are several current Fellowship-approved recovery IPs that we do not believe would be developed as recovery literature IPs today. Should items like IP #20 *H&I Service and the NA Member*, IP #15 *PI and the NA Member*, or IP #26 *Accessibility for Those with Additional Needs* actually be considered recovery literature, or are they more like tools to help members understand the importance of these services and issues? These three pieces are pretty dated and might never be prioritized to be updated as recovery literature IPs.

A few other pieces that are designated as Fellowship-approved are not necessarily considered recovery literature. *The Group Booklet* and *Twelve Concepts for NA Servic*e are both Fellowship-approved, and both followed the recovery literature process for approval. They both contain text that establishes fundamental NA philosophy and policies, and we believe only the Fellowship as a whole can approve this kind of fundamental philosophical piece. Most other service-related materials simply attempt to convey how to apply our principles in our service efforts and contain the Fellowship's best practices.

> **The first question in the survey that follows is related to what we categorize as Fellowship-approved material:**
>
> Should Fellowship-approved material be limited to items that address personal recovery and/or establish fundamental NA philosophy and policies? Currently, Fellowship-approved material includes some items that are addressed to members but are not directly about personal recovery, such as IP #15 *PI and the NA Member* and IP #20 *H&I Service and the NA Member*, as well as items that are addressed to groups or service bodies, such as IP #2 *The Group* and IP #26 *Accessibility for Those with Additional Needs*.

Tools for Members and Groups

Over the last twenty years, the process for developing and approving service material and tools has continued to change and adapt to meet

our members' needs, expectations, and use. The World Board approval process has been a successful way to meet needs more quickly while remaining responsive to members' input. We post materials online in all stages of development and provide at least 90 days' notice for review and input of drafts before they are considered approved. That process has seemed to work well and has led to increased demand and decreased controversy.

Members continue to ask for smaller, easier-to-digest pieces that speak to specific needs and service experience. We began responding to these requests with the creation of service pamphlets (SPs) in 2007. The interest in and need for these materials are clear from the number of language groups that choose to translate them (see Addendum F) and by the number of copies that we distribute and that are downloaded from www.na.org. Since the creation of SPs, one has been adapted to a Fellowship-approved IP. IP #29, *An Introduction to NA Meetings*, was initially created as a service pamphlet intended for professionals who refer members to NA. In response to a regional motion, it was revised through the Fellowship approval process to become a Fellowship-approved recovery literature IP speaking directly to new members or potential members.

Updating Service Pamphlets and IPs

We have received several requests this cycle to update the SP *Disruptive and Violent Behavior*, which has been translated into 17 languages. It is already almost 13 years old, and the requests ask that the pamphlet be revised to more directly address issues such as sexual harassment and to reflect more current Fellowship best practices in dealing with disruptive members. The World Board approval process, with delegate review, makes such a revision relatively easy to do.

We believe a number of outdated recovery IPs also need to be revised at some point soon, but they are definitely recovery literature, in our perception, because they speak to a member's recovery. They include, but are not limited to, IP #21 *The Loner* and IP #23 *Staying Clean on the Outside*. Neither IP has been revised or updated for over 30 years, and the world has changed

tremendously since they were written. *The Loner* was written before the internet or online meetings and refers to resources that no longer exist. We will ask for approval at WSC 2020 to begin the process to update at least one IP of this type each Conference cycle.

If the WSC agrees to revising at least one IP each cycle, Conference participants will use survey responses to help prioritize what to focus on first. After the WSC, we will announce what IP we are planning to update and ask all interested members to give input for revisions as we do when undertaking any recovery literature project.

> **The second question in the survey that follows is related to updating IPs:**
>
> Do you support updating at least one IP per Conference cycle?

Improving Accessibility to Service Pamphlets

Along with the requests to update a service pamphlet, in 2018 there was another *CAR* motion to convert a service pamphlet to an IP. Part of the region's rationale for the motion was that the pamphlet wasn't available for group use: "In keeping with our long-standing practice of only using Fellowship-approved material in NA group meetings, it would only make sense to have this valuable resource available to groups." When we looked at these requests related to service pamphlets, we realized that although service pamphlets and other tools have been developed primarily for group use, they are rarely seen on a group literature table. We are not entirely clear why that is, and we are posing questions to you to try to determine why. The 2018 motion, to create a project plan to change the current SP on social media to an IP, was adopted at WSC 2018. We assume the motivation to change the approval process and category for this pamphlet is primarily so that members will have greater access to it. We have heard no objections to the content of the current SP; the issue seems to be accessibility. But we are not sure this is the best way to go about increasing access to a service pamphlet.

Issues related to social media are ever changing, and the approval process for SPs allows us to update material quickly with oversight by the Conference. We have concerns about creating a Fellowship-approved IP on a topic that is so fast moving because our current practices with IPs mean it would not be updated. Creating a Fellowship-approved IP about social media also seems to further confuse the issue of what is recovery literature and what is meant as a tool for members or service bodies to use when interacting with the public.

Service pamphlets state on the cover that they are not intended to be read during a recovery meeting. This seems to affect groups' decisions about having them available on a group literature table or rack. Though service pamphlets are available for download from www.na.org, a group literature table is the only place that many members would ever be exposed to these tools. While *The Group Booklet* clearly states that only NA-approved literature should be read in an NA meeting, it also states, "Groups often make other kinds of NA publications available on the literature tables at their meetings: various NA service bulletins and handbooks, *The NA Way Magazine*, and local NA newsletters."

We are interested in finding ways to continue to gather Fellowship experience and best practices for groups and service efforts and how to best provide these resources or tools so that our members know they exist.

> **The third question in the survey asks for your thoughts on how to improve accessibility to service pamphlets:**
>
> A relatively small number of groups stock service pamphlets or group-related tools. Do you believe this is due to: (choose all that apply)
>
> ○ Cost
> ○ Awareness
> ○ Fitting into a literature rack
> ○ The designation on the front cover that these are not to be read in a meeting
> ○ Other:

Improving Accessibility to Other Service Materials

We have similar accessibility challenges with other tools intended for groups. Our current Local Service Toolbox Project has helped us create tools more quickly and involve any interested member in the process. The project is currently working on "GSR Basics" and has completed materials for *Serving NA in Rural and Isolated Communities* and *CBDM Basics*. You can find more information about that project at www.na.org/toolbox. We have received positive feedback from members who have used these tools, but we struggle to inform members that these resources exist and how and where to access them.

Other than *A Guide to World Services in NA* (*GWSNA*), which is revised each Conference cycle, our most current handbook is the *PR Handbook*, approved and published in 2006. Since that time, we have developed *PR Basics* through the World Board approval process, and we distribute almost eight times as many paper copies of *PR Basics* as we do the *PR Handbook*. In fiscal year 2019, we distributed 305 *PR Handbooks* and 2,315 *PR Basics* from our Chatsworth office. And that does not take into account the number of *PR Basics* that are downloaded from the website.

These shorter, easier-to-digest, easier-to-translate pieces seem to be the clear Fellowship preference. We are currently looking at ways to package some of these shorter, more current resources so that they are more accessible. We are planning to include them as addenda to *A Guide to Local Services in NA* (*GLS*), and we have talked about possibly creating apps and other ideas to make it easier for members, groups, and service bodies to find and use the materials they need. (For a complete list of all service tools, including handbooks, basics, and more, see the List of Published Materials in Addendum F.)

> **The fourth question in the survey that follows asks you about improving accessibility to materials:**
>
> What other ideas do you have for getting approved service materials to groups and members more easily?

Getting Caught Up

We hope to be able to use some of what we have learned from the Local Service Toolbox Project and the Board approval process to develop, review, and have approved tools for groups, areas, regions, and zones that we can eventually compile to revise *A Guide to Local Service in NA*. We do not have a successful history of looking at revisions to the entire service system at one time, and this incremental approach seems more realistic to us.

If we are ever to "catch up," we need to be able to update materials more easily and make them available in a way that members can readily access. At some point in the future, we would like to redesign the look of our IPs and tools, but the blurry line between tools and recovery literature makes this more difficult. Until we know your thoughts about how to categorize literature and tools and make sure they are as accessible as possible, a redesign seems premature. We want the look and packaging of materials to be more obvious to newer members or those new to service, and we want it to reflect members' vision of how these materials should be used. Don't worry; this is an idea for the future, and we won't do anything without asking for your input and providing a lot of notice.

If you're new to NA service or unfamiliar with our literature and service material processes, some of these issues may seem a bit confusing. Please don't hesitate to email worldboard@na.org if you have any questions.

Again, the purpose of this survey is to gather your ideas about topics we intend to discuss at WSC 2020. We are not attempting to change the Fellowship approval process for recovery literature, but we would like to continue to improve access and perhaps clarify the ways we categorize some materials. Our goal is to have more useful, current materials that reflect the Fellowship's best practices.

We will be collecting responses from members until 1 April 2020, and we will compile those responses for the Conference to consider. You can access the survey at www.na.org/survey or from the link on the NA Meeting Search app. We will also ask regions and zones to submit their regional and zonal consciences by 16 April 2020 so that we can compile those to distribute as well.

Questions to help frame WSC discussions
1. Should Fellowship-approved material be limited to items that address personal recovery and/or establish fundamental NA philosophy and policies? Currently, Fellowship-approved material includes some items that are addressed to members but are not directly about personal recovery, such as IP #15 *PI and the NA Member* and IP #20 *H&I Service and the NA Member*, as well as items that are addressed to groups or service bodies, such as IP #2 *The Group* and IP #26 *Accessibility for Those with Additional Needs.*
2. Do you support updating at least one IP per Conference cycle?
3. A relatively small number of groups stock service pamphlets or group-related tools. Do you believe this is due to: (choose all that apply)   ○ Cost   ○ Awareness   ○ Fitting into a literature rack   ○ The designation on the front cover that these are not to be read in a meeting   ○ Other:
4. What other ideas do you have for getting approved service materials to groups and members more easily?