

Best Practices Ad Hoc Committee Final Report

January 27, 2024

MOTION 87:

WSC 2023 MOTION CATALOG

CAR #	CAR Motion Summary	Result
87	The 2023 World Service Conference directs the Board of Trustees (BoT), to form a representative ad hoc committee of no more than 12 trusted servants comprised equally of Group Service Representatives, Area Service Committee or Regional Service Committee ... ** AMENDED: See Conference Minutes **	PASSED

MOTION 87: Nar-Anon Family Groups | WSC 2023 | Final Minutes | Tuesday, May 2023

The 2023 World Service Conference directs the Board of Trustees (BOT), to form a representative ad hoc committee of no more than 12 trusted servants comprised equally of Group Service Representatives, Area Service Committee or Regional Service Committee Officers, National Service Office Officers, and Board of Trustees members to research and interview other 12 Step Fellowships and, identify best service structure practices to fulfill Nar-Anon’s Mission Statement.

The ad hoc committee is responsible to provide a written report quarterly of its activities and findings to the Board of Trustees. The ad hoc committee will present a verbal and written final report of recommendations at the Interim World Service Conference 2024 for discussion, review, and revision. The draft final report and recommendations document will be circulated in the Conference Agenda Report 2025 to the World Service Conference 2025. The ad hoc committee is granted permission to originate motions for inclusion in the Conference Agenda Report 2025 (CAR 2025).

Vote on Motion 87 as amended by simple majority (21 votes)

MOTION 87 AS AMENDED PASSED – 38 in favor

Instructions from Board of Trustees:

The World Service Conference 2023 passed Motion 87 stating the World Service Board form a Ad-hoc Committee to research other 12 Step Fellowships and identify best service structure practices to fulfill Nar-Anon’s Mission Statement. The motion is included below.

We are requesting volunteers to serve on this ad-hoc committee from the members serving in the positions listed below.

- Group Service Representatives
- Area Service Committee Officers
- Regional Service Committee Officers
- National Service Committee Officers
- World Service Board

If interested in serving on this ad-hoc committee send an email with your name, email address, your current service position and location (country or state) to the World Service Board at bot@nar-anon.org no later than May 28, 2023.

Please do not volunteer if serving on any other ad-hoc committees which are being developed from the WSC 23 motions. This would allow others who want to serve an open slot.

Committee Members:

Name	Position	Location	Team
Shanet	WSB	South Africa	NA/ NFG International
Paula	WSB	CA	Secretary - Alanon/Alateen
Linda L	WSB	FL	Alanon/Alateen
Cheryl K	RSC Alt Delegate	Rocky Mountain	Chair - NFG International
Lois R	GSR	Tennessee	NA
Bebe D	RSC Alt Delegate	EPA	AA
Jim G	GSR	Rocky Mountain	Vice Chair- OA
Linda T	RSC Alt Delegate	N Cal	AA

Methodology:

The Committee decided to research five out of the over 200 12 -Step Programs: Al-Anon/ Alateen, Alcoholics Anonymous (AA), Nar-Anon Family Groups (NFG) International, Narcotics Anonymous (NA), and International and Overeaters Anonymous (OA) The Committee group broke up into 5 teams to research. The 5 programs We decided to focus our reports on the following service structures:

- Groups/Area/Region/World Service
- National Service offices
- Zones/Zonal (NA Terms)
- International NFG structures
- Decision Making: e.g., international communities do not know Roberts Rules of Order therefore Consent/Knowledge Based Decision Making (i.e., Al-Anon & NA respectively)
- Finance processes
- Literature processes
- Outreach practices
- Best business practices

Each team performed a review of the literature on the topics and groups by researching web site, online documentation, and interviewing at least one trusted servant from the other 12 Step Fellowships. This included 2022 Annual Reports, WSC 2023 Summary of Decisions, 2023CAR, 2023 CAT, 2023 Budgets, 2022 Audits, and other documentation referenced in the Bibliography Section.

12 STEP FELLOWSHIP SUMMARIES:

Al-Anon Summary

Business Structure

Al-Anon allows for one or more districts or groups to establish service offices (Intergroups) that perform the following functions: maintaining phone lists and PO Boxes, receiving mail and phone calls, and forwarding them as appropriate, publishing meeting lists, planning and conducting program-exchange meetings, stocking and distributing conference approved literature, and publishing newsletters. Intergroups exist outside of the WSC structure but must register with the World Service Office to distribute CAL. Groups that participate elect an Information Service Representative to act as a liaison between the group and the service office. Al-Anon's World Service Conference Structure differs from Nar-Anon's in the following ways:

- The World Service Office is headed by an Executive Director, administered by the Executive Committee, and receives support from paid employees, volunteer chairmen of selected committees, and other volunteers. The Board of Trustees is composed of 7 - 21 volunteer members who have either applied directly to WSO (Trustees at Large) or were chosen by their Area and presented to WSO by the Area Delegate (Regional Trustees)
- International groups are not members of Al-Anon's WSC Structure. Instead, they join an International Coordination Committee that meets biennially and advises Al-Anon's Board of Trustees.

Finances

- Director of Finance & Operations (non-member)
- Director of Finance & Operations (who is an ex officio member, which means she attends with voice, but no vote and that the person is serving in a professional capacity.) Paid
- Then the budget was sent to Conference members so they could prepare and allow their questions to be sent in before conference.
- Reported 2021 WSC Structure Contributions report, there were 13,841 groups of which only 52% contributed.
- If all our registered groups contributed the cost per group that would equal 3.9 million in contributions. However, if every group that contributed \$283.33 cost per group, would get us to 71% of our goal.
- This is the second year in a row that contributions have exceeded literature sales. (Alanon sends out quarterly appeals for fellowship donations {and a special appeal in 2022 re pandemic.}).
- Other strategies that have budget implications: Improving social media content through a new way to reach an audience. The other is new ways to accept electronic payment fees thereof.
- In the Strategic Planning Process the Board of Trustees is responsible for the "what" or the direction of the Strategic Plan. The WSO is responsible for the "how" of the Strategic Plan, which involves developing strategies and the action plans for those strategies.
- Do we have cyber security insurance? Yes
- We had two years of not providing services that we wanted to provide. E.g., we were not sending group updates or info to new groups. It comes down to what to give up. Our biggest expense line item is staffing, we furloughed and heard concerns, we need staff to carry the message, we cannot lay off 20 one month and hire 20 the next month. We have a lot of groups who are consistent with contributions and purchase of literature and a lot of gratitude for groups who are consistent in giving.

Literature

- As a final step, the Executive Director, the Chairperson of the Policy Committee, and four other members of that Committee review all new pieces and major revisions of existing material before they are approved. The Board of Trustees, through the Executive Director authorizes minor revisions.
- Service tools and materials are created by a World Service Office service department, committee, or as the result of a Conference discussion. Service tools are developed by Staff or committees and are subject to Executive Committee approval.
- Production of new material to be added to the list of Conference Approved material that has been recommended and approved by the World Service Conference, must be authorized by the Board of Trustees.
- Permission to publish CAL is extended only to national Al-Anon General Service bodies in countries outside the United States and Canada. Occasionally such permission is extended to Al Anon Central Service Committees, Centers, or even a single group, with the provision that the right to publish be relinquished when a general service body is formed.

Outreach

- Road signs
- Interview Requests
- Member Survey
- 35% of the members came specifically because of someone's use of drugs."
- Posters: Billboards, transit systems, movie theaters, and bulletin boards are popular ways to display Al-Anon posters. See "The Best of Public Outreach" for more information.
- Voting WSO Staff Members

Knowledge-Based Decision-Making

- ideas are talked about first to see if the group agrees with all or part of it. If so, pertinent background information is gathered and shared with those responsible for making the decision. Then, if it is decided that the idea is something that is worthwhile, a decision can be made through motion and vote.
- The purpose of the CAIs, Chosen Agenda Item (similar to our CWT's, Common Welfare Topics) is to give all Conference members (Delegates, members of the Board of Trustees and Executive Committee, and voting members of the World Service Office administrative Staff) an opportunity to submit and select topics and issues of concern that affect Al-Anon groups and members worldwide for discussion at Conference.)
- Some items included Dual Membership, WSO Finances-increase contributions, elements of minority to how to be heard at each conference, "...certainly technology is something we are all about, how to appeal right now to all four generations—Traditionalists, Baby Boomers, Gen Xers, and Millennials. All the answers don't have to come from the World Service Office to us. It can go both ways too."
- "do delegates only submit Chosen Agenda Items?" Answer "No, staff (definition staff: paid employees) and trustees also submit topics."
- Having these topics one year in advance so we can have dialogue from home. As it is now, we don't really have the time enough to collect feedback.

AA Best Practices Report

Organizational Structure:

An overview of the organization and representatives:

GSRs

- District Committee Member (DCM)
- Area Assemblies
- Area Committees
- Delegates
- Annual General Service Conference
- Conference Committees
- The General Service Board
- The Boards Operating Corporations (AAWS and AA Grapevine)
- The General Service Office
- AA World Services, Inc.
- AA Grapevine, Inc.

The AA structure is referred to as an upside-down pyramid. It goes from Groups and Intergroups (with GSRs) at the top, to Districts (with DCM-District Committee Members), Area Assemblies (with Area Committees), Delegates to the General Service Conference, General Service Board.

If an Intergroup (a partnership among groups in a community) exists, there may be an Intergroup Office. In Philadelphia, SEPIA is an example of such an Intergroup Office, Southeastern Pennsylvania Intergroup Association of AA.

The General Service Office in New York, NY, supports the United States and Canada. General Service Offices exist in other countries as well but are independent of the New York one. There is a General Services Conference annually but the International Convention, where all AA members worldwide gather, is held every 5 years.

There are 2 distinct parts of the General Service Conference: AA World Services and AA Grapevine. A World Service Meeting is held every 2 years. A Meeting of the Americas, a zonal meeting, is held every alternate year when World Service is not being held.

The General Service Board of Trustees has 21 Trustees. Class A are 7 non-alcoholic trustees who are chosen based on their business or professional backgrounds. They can provide services that Class B trustees, who are recovering alcoholics, cannot, such as providing public information. Class B has 14 alcoholic trustees.

There are approximately 62,000 AA groups in the US, with approximately 1.3 million active members; 5,000 groups in Canada, with approximately 85,000 members; and 120,300 AA groups worldwide, with over 2 million members.

Finance Processes:

Contributions are made from Groups to the General Service Office and the General Service Board of Alcoholics Anonymous, Inc. is the custodian of all contributed funds. The Board's Finance and Budgetary Committee meets quarterly to review and approve the General Service Office (GSO) budget and financial statements. The budgeting process of GSO is under the direction of the chief financial officer, who

oversees the annual budget for GSO, which is reviewed by the general manager, who then presents it to the Finance and Budgetary Committee of the AA World Services Board. Once approved by World Services, the budget is forwarded to the Trustees' Finance & Budgetary Committee, which recommends the budget to the General Service Board.

The contributions to GSO by AA groups and members make up the General Fund, which is administered by the General Service Board. GSO does not accept contributions earmarked for a specific project or service. AA maintains a prudent Reserve Fund. Its principal purpose is to provide the financial resources to continue the essential services of GSO and the AA Grapevine for up to a year in the event of an unexpected and substantial reduction in the normal revenues of the organization.

GSO's services funding comes primarily (approximately 80%) from group contributions, the Birthday Plan and Anniversary Campaigns, central office/district/area contributions, and excess funds of AA events or conferences. The balance is made up of profits from the sale of AA literature.

During COVID contributions actually went up. The unexpected difference was that the contributions came in from individuals rather than groups. Individuals could donate online or mail in envelopes. Birthday Envelopes and Anniversary campaigns are a big part of the AA culture and represent how individuals donate.

Literature Processes:

Groups have individuals who are in charge of ordering literature as part of their service.

Not all Districts have literature committees, but everyone is encouraged to contribute to the Grapevine. The SEPIA Intergroup has a monthly newsletter and members are encouraged to write their story or thoughts on the Steps, Traditions, etc. Grapevine has workshops and handbooks on how to write and contribute stories.

One of the comments made by a member of SEPIA was that in the past there was a stigma against cooperation between AA and Al-Anon. That has now changed with the realization and acknowledgement that the disease is a family problem and the whole family is sick and needs a place to go. Promotion literature is often available together.

AA has 2 publishing houses--AA World Services and The Grapevine. Word gets out through the district, then the area and finally to the groups when new literature becomes available.

AA uses the same type of process as Nar-Anon for Conference Approved Literature. The term "Conference Approved" describes written or audiovisual material approved by the Conference for publication by the GSO. This process ensures that everything in such literature is in accord with AA principles. Literature is available both through the AA World Services and AA Grapevine websites.

AA Grapevine produces a monthly journal by a staff of professional editors, writers and artists who are members of AA.

Outreach Practices:

Group, Intergroup, District and Area Committees are organized to coordinate service work throughout the Fellowship. Communication and experience are shared through regular meetings of these groups.

AA uses service committees to focus their outreach efforts on specific areas. Corrections, Cooperation with the Professional Community, Literature, Accessibility, Treatment, Public Information and Archives are ways to get involved.

Corrections

Service in correctional institutions and there are workbooks available.

Cooperation with the Professional Community

Members in service are available to speak with any professional individually or to a group that has questions or wants to learn more about AA.

Literature

- Members can be part of a literature committee at the District or Area level.
- Accessibility
 - Members take responsibility for meeting and greeting new members and ensuring that phone lists are up-to-date and available.
- Treatment
 - Members serve by taking the message of recovery into treatment facilities and mental institutions.
- Archives
 - Archives committees usually include AA members who are knowledgeable about AA's history and the service structure, as well as those who simply want to help. The archives committee establishes budgets, policies and procedures, and has final responsibility for the management of the archives, through its group conscience.

The techniques for preserving and storing documents, photos and memorabilia are complicated — but the methods of paying for them are not. The operational budget for archival supplies, electronic equipment and computers, shelving and furniture, travel for the archivist, and other needs is generally part of the overall budget of the area/district/ intergroup. This way, the archives are seen as an integral part of Twelfth Step service.

Best Practices business, Use of Consent/Knowledge Based Decision-Making, and Two-way communication:

In looking through various AA documents available on the web, it seems that the business portions of AA service meetings are conducted using parliamentary procedure adapted to their needs over many years.

At the Group level, Business and Group Conscience meetings are held, an issue or idea is presented, and someone seconds it, representing a simple parliamentary procedure. However, after discussing the idea or topic, it is either tabled for the next meeting or a vote is taken. A simple Yes/No vote is used to determine a simple majority consensus. At the Area level, when a vote is taken on a motion, a 2/3 majority in favor is required to pass.

Nar-Anon Family Groups

International Nar-Anon Summary

The Russian Board of Trustees sent a letter describing their past and current processes.

Russia

- Russian Annual National Service Conference is in virtual format and without equalized expenses.
- Russia Service Fellowship Development Committee serves as a link between groups and service structures to assist the fellowship development and ensure two-way communication between the groups and service structures. The Committee carries out an annual inventory of groups and service structures, their email addresses, regional hot-line phone numbers, and maintains the Register of family groups and service structures of the Russia Nar-Anon.
- The service position of the delegate and alternate delegate at the National Service Conference is fulfilled by the RSC Chair and Vice Chair respectively.
- A Russian Forum of Delegates and Alternate Delegates has been created – it is a WhatsApp chat for immediate and prompt communication among the regions to share information, experience and solve current issues. To ensure full and equal group conscience of the fellowship, each RSC sends its representatives to participate in the forum.
- All regions, in accordance with the decisions of the National Service Conference, have their representatives in all Russia Service Committees to ensure two-way communication and full group conscience of the fellowship.
- All RSC are encouraged to participate in the creation and amendment of the Bylaws of the Interregional Public Movement “Support for Nar-Anon Fellowship of Family Members and Friends of Drug Addicts” before the Board of Trustees submits this document to the National Service Conference.
- The treasurers of all RSC are encouraged to serve in the Russia Service Budget and Finance Committee, which prepares the annual budget of the fellowship and submits it to the National Service Conference for review and approval.

Narcotics Anonymous Summary

The following are some significant program structure suggestions taken from email interview and overview of Narcotics Anonymous, which may be useful to consider for Nar-Anon.

- Change - In 1996, a fellowship wide survey was initiated with results revealed in 1998. As a result, it was decided to change the existing structure to have representation that covered the entire membership worldwide.
- Zones - It was felt that a “zone” of regions would accurately represent the interests of that group of regions, thus streamlining the world service conference process. The zones provided more inclusion of language and cultural differences than geographical limitations.
- World Board - The human resource panel is comprised of six members, all of whom have completed their world service commitments and are not eligible for serving on the World board, therefore, there is no conflict of interest.
- World Board - To be added to the world pool you must have a level of experience that benefits, a specific interest within the service structure.
- World Board - Each WB member is assigned a certain number of regions and zones to communicate as a liaison with. Therefore, there is a single point of communication for each region.
- Decision-making - The conference uses consensus-based decision making in almost every aspect of operation. However, financial matters are still discussed and voted on with the traditional Roberts rules of order one more than 2/3 is a majority.

Overeaters Anonymous Summary

Finances

OA submits their finances to a yearly audit. The audit results are sent out ahead of the annual World Service Conference meeting so the rank and file can examine it and submit questions.

My interviewee is satisfied with the finance process. There weren't any surprises.

Amendments

The amount of yearly amendments are manageable. The conference is an uplifting and well-organized event.

Literature

The literature committee is very active. There are funds for translation.

Outreach

Outreach committee is also active. There is also a "12th step within" committee for inreach.

BOT

The BOT consists of 9 Executive Committee Trustees (ECT) and 11 Region Trustee Liaisons (RTL) for a total of 17 BOT members. Some are both an ECT and a RTL. All are elected.

Business decision making

The World Business Conference uses Robert's Rules and a parliamentarian. Below that level the business meetings strive for a spiritual consensus before voting.

Social Media

The OA virtual region places a picture on social media with a link to its website.

World, Regions, Groups

OA is a worldwide organization. The regions (11) are comprised of intergroups. The intergroups are built from the groups (6467). Some intergroups are large and have websites and business activities similar to Nar-Anon regions.