

World Service Reports 2018



Dear Conference Participants,

Tradition Nine frees the groups from the need to be organized and allows them to keep the focus on their weekly meetings. In Concept One the groups delegated the development and maintenance of services to the structure with the understanding expressed in Concept Eight, the responsibility of two-way communication reporting is essential. These two concepts work hand in hand to assure the groups are informed of the services at the various levels. Over the years much has been done to improve two-way communication from free e-newsletters, a yearly world service edition dedicated to reporting from the world service committees and streamlining effective reporting. This conference cycle the world service reports have been removed from the conference working binder. After surveying some past attendees, we discovered many have not shared the reports in the binder once returning to their regions. We ask you to take this report and pass it around your assembly. Share it with your region, areas, groups, and members. After conference this report will be available at www.nar-anon.org. We are only as effective as our communications. Be a link in our communication chain.

In Service,

World Service Board of Trustees

World Service Board of Trustees Report

WSC 2016-2018 Conference Cycle

Concept Eight: Regular, two-way communications are essential to the fulfillment of all these concepts and the integrity and effectiveness of our services themselves.

The Board of Trustees (BOT) serve Nar-Anon as a whole within and according to the traditions, concepts of service, bylaws, guides, and all applicable laws. Some members are often confused and see the board as a governing body. We take the roles and responsibilities coupled with the principles found in our traditions and concepts of service very seriously, and strive in every effort to lead by example and serve the groups, areas, and regions with integrity.

Beyond our principles, Nar-Anon is an incorporated non-profit business that has expenses and staff which are overseen by the BOT. Additionally, the bylaws of the corporation in conjunction with the service structure found on page 7 of the Guide to World Services (GWS) delegate the oversight of the world service committees to the BOT. The BOT is more than a committee. We are bound by laws and do not have autonomy granted to the groups as described in our Fourth Tradition. While the World Service Conference has spiritual authority, the BOT has legal responsibility for Nar-Anon services.

The BOT held 28 meetings logging in over an excess of 84 hours, as well as immeasurable research hours. Trustees attended executive, ad hoc, and world service committee meetings for additional countless hours.

Board:

Chair	Kay – North Carolina
Vice-Chair	Marie - Georgia
Secretary	Darleen - Oregon
Treasurer	Trudi - California
Trustee	John – Washington
Trustee	Linda - New York
Trustee	Lois- Tennessee
Trustee	Maurice - South Africa
Trustee	Rhenda – Canada
Trustee	Sheryl - Florida
Trustee	Tawnee - Indiana

Executive Director - Cathy K. Torrance California

We increased our meetings this cycle to incorporate roundtable discussion meetings to ensure well informed decision making. The fellowship continues to grow and so much has been accomplished, but there is still more work to do.

2016 - 2018 Conference Cycle

- Reviewed and edited group bank account statement (see page 9).
- Continued to improve communications at the world service level.
- Revamped the committee report to be more effective in the information shared.
- Expanded the running agenda for board meetings to be more efficient and track progress on projects.
- Continued the world service newsletter dedicated to reporting to the fellowship the efforts and progress of world service committees.
- Continued updating and reviewing the post-conference motion catalogue. The board has now reviewed all motions back to 2008, and we are tracking progress on incomplete motions.
- Created a sub-committee of the literature committee dedicated to service and outreach materials in accordance with the new process on page 26 of the GWS.
- Implemented, authorized, and established a prudent reserve to be reviewed and funded twice a year if funds are available.
- Seated a new trustee.
- Individual board members did an inventory.
- The board as a whole did an inventory.
- Developed a welcome letter for applicants to the World Pool to help them prepare for the role of a board member.
- Bylaws read through via internet phone meetings.
- Began roundtable meetings with world service committees upon request to build effective communications between the committees and the board.
- Began bi-monthly board roundtables for topics that require extensive discussion.
- Reviewed staff salaries and approved raises.
- Began a salary study for the executive director and implemented a plan to bring salary up to industry standards for similar size non-profits.
- Began a plan to register our copyrighted materials.
- Filed application with State of California Franchise Tax Board and IRS to request corporate name be consistent with the corporate bylaws.
- Followed up on a 2014 motion to develop a process for literature submitted in languages other than English (see pages 5 and 6).
- Developed a process to address the improper use of Nar-Anon's name, logo, and/or literature.
- Offered CAR read through with interested members.
- Began a tradition study group hosted by an international board member at the request of members from Iran.

Other Items and Projects

- Reviewed the trustee application and reworked a new application.
- Approved the newcomer/welcome chip project.
- Developed a survey sent with the CAR to help with decision making processes.
- The board was made aware of some unauthorized use of the Nar-Anon name in literature production. This gave us the opportunity to remind those regions and individuals of the process established for writing and producing literature (see GWS, page 24).
- Continued from last cycle to develop duties for the executive director.
- Proposed and approved a two-in-one book for the GLS and GWS to be made available as a flip book.
- Reviewed the duties of the world service committees and edited as needed to be more reflective of their duties.
- Released an international trusted servants appeal letter.
- Developed and released a bulletin to clarify the role of the board in regard to new regions starting out of existing regions.
- Reviewed and amended policy on groups having checking accounts and the use of the Nar-Anon name on these accounts (See below)
- As a result of the pay study, a performance evaluation for executive director and the qualifications for future hires project was started.

Service and Outreach Literature

The BOT implemented the new service and outreach literature approval process. This required developing an internal process to be able to process the pieces and not let anything fall through the cracks. The board uses an internal form to track each piece.

Materials that are out for fellowship review:

- *Outreach Posters*
- *Social Media*
- *So You Have Been Asked to Speak*
- *Thinking About Attending a Nar-Anon Meeting?*
- *3 piece outreach flyer*
- *Starting a Meeting and Never Been to a Twelve Step meeting*
- *Inappropriate and Disruptive Behavior*

We have received great input and will look forward to taking suggestions. Not every suggestion can be used. For every negative input we had a positive one. It became clear that not every piece is needed by everyone but someone needs every piece. The messages are not for everyone. We would like to thank those who took the time to respond.

Materials submitted still in the works

- *Service Sponsors and Our Trusted Servants*
- *Pull tab outreach flyer*
- *Narateen outreach poster*

Additional Items on the Board's Agenda

- Internet groups using Nar-Anon's name, logo, and literature in violation of the policy on pages 27 and 28 of the GWS.
- Plagiarized literature submissions.
- Outstanding motions (audio books, internet video conference, etc.).
- Anniversary medallions.
- Benefits study for staff.
- Royalty contract review and update.
- Regions holding large sums of money and using the corporation's EIN number.
- Develop NSO guidelines.
- Literature that has been found to be plagiarized from other fellowships. A plan to replace these pieces with original writings from our members.

World Service Committees

The BOT oversees all the world service committees, reviewing their reports; responding to their needs; answering their questions; approving fellowship communications; and assisting them when a group conscience can't be reached. (GWS page 35)

Budget & Finance	6 members
Conference	7 members
Convention	14 members
Literature	10 members
Narateen	6 members
Newsletter	5 members
Outreach	9 members
Policy & Guidelines	7 members
Translation	not active
Website	7 members
World Pool	5 members

The BOT has made a commitment to apply Nar-Anon's traditions, concepts of service, and bylaws in carrying out the direction of the fellowship. The above list has covered most of the service activities the board has worked on over the past two years. Additionally, there is more to do than these few trusted servants can execute in a timely manner. The slogan applies progress not perfection. We are further than we were at our 2006 conference but we are not where we want to be. We are a volunteer powered, member driven organization that only grows when our members step up and fill the void. The key to growth is being involved and knowing the current needs and priorities of the fellowship. Our priorities exceed our resources. Money and trusted servants are essential to the survival of Nar-Anon. Without funds we cannot pay the bills and staff. Without trusted servants we cannot provide the services delegated by the groups.

The World Service Board of Trustees is dedicated to carrying out the wishes of the conference. In an effort to practice effective communication, the board is open to hearing from all members at any time. The board is a resource to the worldwide fellowship and will strive for unity for the

good of Nar-Anon. This report is respectfully submitted to the fellowship in humble service to you, the Nar-Anon members who we gratefully serve.

WSC 2014 Motion

During the review of past motions, the board found a motion that needed follow up. The motion itself seems to be out of order due to the language. However the board felt the spirit of the request was understood. Rather than bringing it back to conference the board oversaw and developed a process. The board chose not to make a motion to cement the process in the GWS for two reasons. Due to existing policy and abilities of staff and trusted servants, we cannot accept literature in languages other than in English per GWS page 24. However, the below process can be changed as we grow and more bilingual service members step up. At this time it is impossible to create a cemented policy. As we grow, the process can be modified or amended until we achieve the needed volunteers. It is very difficult to change policy and the discussion resulted in a more fluid process that can change as we grow freeing the groups from having to ratify every change of the process until the time we have a more stable process.

Literature Submitted in Languages Other Than English

As a worldwide fellowship, we welcome literature submissions from members, groups, areas, and regions throughout the world. A motion approved at the 2014 World Service Conference called for the development of a process for submissions of recovery, service, and/or outreach literature in languages other than English. The following are some suggestions for having a literature piece translated:

- Check for bilingual members in your region.
- Contact a local university and inquire about assistance.
- Contact the World Service Translations Committee for a referral to a regional translation committee in your country.
- Contact a professional translations service.

Once a piece has been translated into English, the original and the translated versions are submitted as follows:

- Recovery literature is sent to the World Service Literature Committee and will go through the Recovery Literature approval process described on pages 24 and 25 of the GWS.
- Service and outreach literature is sent to the Board of Trustees and the appropriate world service committee and will go through the Development and Approval Process for New Service and Outreach Literature/Materials described on page 26 of the GWS.

A Nar-Anon Copyright Release Form giving permission to NFGH, Inc. to edit and use these writings in any book or publication must accompany each submission. All material submitted with a signed release becomes the intellectual property of NFGH, Inc.

Additionally:

The cost analysis of the tally process was completed.

TALLY PROCESS COST ESTIMATE

Purpose

The purpose of this document is to arrive at an estimate of the total cost to the WSO of the fellowship evoking the tally process.

Assumptions

- 1) The Board of Trustees will create an ad hoc *Tally Process Oversight Committee* to assist in the process and process traditional tasks, such as writing and submitting motions to the conference
- 2) A world-wide group count of 4,000 groups (1,200 US)
- 3) The process will take the minimum period of time which seems to be a total of three conferences
- 4) The WSO will provide the following items
 - a) Materials, postage, and printing
 - b) Staff to, under direction of the ad hoc *Tally Process Oversight Committee*:
 - i) Format and create documents to be sent to the fellowship
 - ii) Create and maintain the registered groups database (the existing group database might be leveraged for this purpose)
 - iii) Provide the first point of contact for fellowship correspondence, responses, and questions
- 5) Correspondence to groups
 - a) There will be two mailings to groups
 - i) First to register groups
 - ii) Second to collect group conscience of registered groups
 - iii) Each envelope will contain
 - (1) WSO self-addressed envelope (not stamped)
 - (2) Three pages of correspondence
 - (a) Possibly: registration form/ballot, introduction, instructions

Timeline

The following is an outline of the tally process with an approximate timeline.

- 1) A motion is submitted to the CAR to change Nar-Anon's Twelve Steps, Twelve Traditions, Twelve Concepts of Service, or Nar-Anon's name, nature, purpose, or logo and approved by the WSC. (e.g. 2018)
- 2) WSO will register all groups.
 - a) Process may start in June and end in October of the following year.
 - i) October is the deadline for motions for the 2020 WSC.
- 3) At the WSC, the WSO will announce the total number of registrations. (e.g. 2020)
 - a) The BOT will provide the conference with a motion to consider the validity of the database based on a comparison between the group tally database (those groups who have registered for the tally) and the group service database (all groups who are registered with WSO).
- 4) WSO will mail number ballots to all registered groups. In order for the tally to be valid, 75% of the groups who registered in the time period allowed for the tally must participate by responding.
 - a) Process may start in June and end in October of the following year.
 - i) October is the deadline for motions for the 2022 WSC.
- 5) Ballot results will be reported to the fellowship.
- 6) A motion is placed on the CAR for affirmation by the WSC. (e.g. 2022)

Itemized Costs

Employee

\$16.00 per hour – (based on average of all employees)

Itemization of this figure:

- 1) Workers compensation: \$170 per year
8 to 16 hours per week for 5 months
- 2) Payroll tax (SS, SUI, ETT): (10%)
- 3) The cost of management and supervision of this position
- 4) Minimum wage in LA County will move to \$15.00 in 2020 which could increase the hourly rate.

Postage

US First Class: \$0.47

International: \$1.20

Envelopes and Stationary

\$0.06 per envelope in US

\$0.05 per page including printing

Meetings

4,000 total

1,200 in US

Cost Computation Tables

Total Costs (High) *

Item	Cost per Unit	Units	Total
Envelopes	\$ 0.06	16,000	\$ 960.00
Stationary	\$ 0.05	48,000	\$ 2,400.00
Postage (US)	\$ 0.49	2,400	\$ 1,176.00
Postage (International)	\$ 1.20	5,600	\$ 6,720.00
Staff Hours	\$ 16.00	320	\$ 5,120.00
***Workers Compensation	\$ 170.00	2	\$ 340.00
			\$ 16,716.00

Total Costs (Low) **

Item	Cost per Unit	Units	Total
Envelopes	\$ 0.06	16,000	\$ 960.00
Stationary	\$ 0.05	48,000	\$ 2,400.00
Postage (US)	\$ 0.49	1,920	\$ 940.80
Postage (International)	\$ 1.20	4,480	\$ 5,376.00
Staff Hours	\$ 16.00	160	\$ 2,560.00
***Workers Compensation	\$ 170.00	0	\$ -
			\$ 12,236.80

Staff Costs

Description	Hourly Rate	Hours	Total
Minimum estimate	\$ 11.00	160	\$ 1,760.00
High-end estimate	\$ 11.00	320	\$ 3,520.00
Minimum estimate	\$ 16.00	160	\$ 2,560.00
High-end estimate	\$ 16.00	320	\$ 5,120.00

* High cost estimate assumes 100% participation by the groups in the ballot process.

** Low cost estimate a 60% participation by the groups in the ballot process and that an existing WSO staff member will fill this position so there would be no additional workers compensation costs.

*** Workers compensation is figured in the 10% tax but left in as a variable.

Nar-Anon Family Groups Policy on Group Bank Accounts

A number of groups have opened bank accounts using the Nar-Anon name. Even though it is apparent groups wish to set this money aside as Nar-Anon funds, it can cause confusion and mislead government agencies such as the Internal Revenue Service, the Franchise Tax Board of California, and Department of Charitable Trust under the Attorney General's office of California.

Nar-Anon Family Group Headquarters, Inc. (NFGH, Inc.) is the legal and corporate entity for the entire fellowship and holds the only tax exemption. The monies donated to NFGH, Inc. through the World Service Office are tax-exempt. Since banks are required to report any interest earned in individual accounts to the Internal Revenue Service, individual groups should not have bank accounts in the name of Nar-Anon.

WORLD SERVICE COMMITTEES

World Service Budget and Finance Committee	BudgetAndFinance@nar-anon.org
World Service Conference Committee	wscconference@nar-anon.org
World Service Convention Committee	wccommittee@nar-anon.org
World Service Literature Committee	LitCom@nar-anon.org
World Service Narateen Committee	narateen@nar-anon.org
World Service Newsletter Committee	newsletters@nar-anon.org
World Service Outreach Committee	outreach@nar-anon.org
World Service Policy & Guidelines Committee	pandgcommittee@nar-anon.org
World Service Translations Committee	Translations@nar-anon.org
World Service Website Committee	webcommittee@nar-anon.org
World Service World Pool Committee	worldpool@nar-anon.org

WSO / Executive Director Report

With the 2018 WSC upon us – I would like to give an update on some of the interesting things that have taken place since our last conference.

- We have settled into our new location and it is working well for our needs at this time. Currently, there are 4 staff members at WSO. Phyllis B. is our Office Manager and oversees the Literature Production Department as well many of the other office duties. Jenna V. is overseeing our website/WebStore, IT needs – including the upkeep of our computers, and works in the Production Department. Maureen B. does our shipping and answers the phone. We have been actively looking to hire new people and it has been hard to find those who would work well in Nar-Anon. We are continuing to look.
- The printing of Nar-Anon literature continues in our office – only a few pieces of literature are outsourced (small blue booklet, the Green Guide, Personal Stories, Slogans bookmark and large posters). The top selling items are Blue Booklets (small), Newcomer Packets, SESH daily reader, Blue Booklets (large print), Nar-Anon 36 Workbook Steps 1-12, and New Group Packets. The new item "*Sharing the Slogans*" is one of our latest additions to our literature and the newest item we now have exclusively in the Nar-Anon WebStore is the Welcome chips and they are selling quickly! After conference approval - new items will be added to our literature list.
- With the help of technology – we continue to expand our meeting database. The WS Website committee continues to serve and with their input – the World Service committees will soon be able to utilize the database for their needs. These tools are instrumental in helping carry the Nar-Anon message. Our fellowship continues to grow - latest estimate of Nar-Anon groups worldwide is nearing 3,000 and as we continue to connect with new countries and help those countries beginning to grow - we continue with Nar-Anon "*Recovery ~ Unity ~ Service*" - the 2018 WSC theme. The translation of conference approved literature continues - Danish, Farsi, French, German, Hebrew, Japanese, Portuguese, Russian, and Spanish - WSO is grateful for those members who do service by helping with translation which is done by Skype meetings.
- Putting into words how much or how far WSO has gone would take many pages. It is a team effort - the Board of Trustees, WS Committees, WSO staff, other members of service who give their time at the group, area, and region levels - all working together for Nar-Anon. We still need help from the fellowship as Nar-Anon continues to grow - when the 7th World Service Conference ends - the message still needs to be carried back - so please pass the information on.

It can be said for the many years I have been your executive director - my expression of appreciation for allowing me to be of service - is an understatement. I look forward to more years of service and challenges in Nar-Anon's continuing journey.

In Loving Service,
Cathy K.
Executive Director

World Service Budget & Finance Committee Report-WSC 2018

The Budget & Finance Committee meets periodically during the year to review the financial status and financial statements of NFGH, Inc. We currently have six active members.

The responsibility of the World Service Budget & Finance Committee is to maintain a regular review of the financial affairs of NFGH, Inc. The committee reviews income, production costs, operating expenses, and changes in assets and liabilities as checks and balances in order to make recommendations or suggestions to the BOT of any cost savings or adjustments they feel would affect or benefit the financial position of the corporation.

Based on the review of income, production costs, operating expenses, the needs and requirements of WSO, the world service committees, and the fellowship as a whole, the committee, along with the BOT treasurer, prepares a budget for each upcoming year to present to the BOT for approval.

Qualifications for membership: In addition to the general requirements for serving on a world service committee, members should have an understanding of Concept Eleven: *Nar-Anon funds are used to further our primary purpose to carry the message, and must be managed responsibly.* Members should have knowledge and understanding of, or an interest in financial matters.

World Service Conference 2018 Committee Report

The World Service Conference (WSC) Committee has five committee members and a hotel liaison.

The responsibility of the WSC committee is to plan, organize and conduct the World Service Conference of the Nar-Anon Family Groups. We receive and compile motions from Regions, National Service Offices, WS Committees and the Board of Trustees for consideration at the biennial WSC. The committee establishes a working budget; facilitates the dissemination of the Conference Agenda Report (CAR) and Conference Approval Track Material (CAT); plans the agenda for the conference; conducts the conference with the aid of the conference facilitator; prepares minutes throughout the conference and communicates the conference proceedings to the fellowship.

A Conference Facilitator and the WSC Committee Chair have jointly conducted WSC since 2014. Sharing the duties between a Facilitator and Chair streamlined the proceedings of the conference by creating a clear transition between sessions. The WSC Committee continues to seek applicants for the positions of Conference Facilitator (2 conference cycle term) and WSC Secretary.

The committee works closely with the World Service Office to assemble the working documents of the conference, to oversee hotel arrangements and to maintain the list of participants and observers to the WSC. Thank you to everyone at WSO who contributes to getting the job done so well.

In preparation for WSC 2018, the committee received and reviewed 39 draft motions from regions, world service committees and the board of trustees. Eleven motions were rescinded by the makers, leaving 28 motions to be addressed at WSC 2018. There are a total 34 motions in the CAR, 6 of which came from prior conferences.

The committee's challenges include the timely return of information in the requested format (motions, minutes, reports) and prompt replies to follow-up inquiries. The committee also remains challenged to maintain a current listing of delegates, alternate delegates, region chairs and other region contacts throughout the fellowship.

The WSC committee strives to embody the Traditions and Concepts of Service in our interactions with the Nar-Anon fellowship. We work closely with Nar-Anon members representing Regions around the world, National Service Offices, WS committees and the Board of Trustees. On behalf of the entire committee, thank you for the trust placed in our ability to serve the fellowship.

In loving service,
World Service Conference Committee

World Service Convention Committee Report WSC 2018

The WS Convention Committee is fifteen members from throughout the fellowship and includes a Narateen Facilitator to give input on Narateen activities and the Narateen Safety Guidelines. We meet monthly and sub-committees meet as needed to address programming, registration, and other needs for the convention. Some items we worked on were:

- Skype calls with NA's representative for pre-planning information
- Creating a theme contest for the fellowship to submit suggestions and offered voting on the top 3 with an on-line voting system
- Planning & approving the convention budget which includes paying for our rooms at the convention center in accordance with our Seventh Tradition
- Negotiating the contract for the hotel room block and presenting to the BOT for approval
- Planning the menu for the luncheon
- Researching and offering on-line registration for our members
- Requesting & approving a contract with the recording company
- Members of the host committee visited the convention center in preparation for the event

We have planned a full program, which includes:

- Four main speakers, one each on:
 - Thursday evening
 - Friday evening
 - Saturday luncheon
 - Sunday morning

Six workshops

Forty topic meetings, to include:

- A Spanish speaking meeting
- A closed Narateen meeting (teens only & a facilitator)
- A Narateen forum
- Daily SESH readings
- Daily Thirty-One Days in Nar-Anon readings
- And many other topics

We look forward to hosting members from around the world. Hope to see you in Orlando!

World Service Literature Committee Report

Chair: Sheryl H.
Vice Chair: Linda L.
Secretary: Darleen M.
Members: Trudi C.
Mickey B.
Tina K.
Jill T.
Marian M.
Rhenda R.
Kay W.

The WS Literature Committee has been very busy since the last conference. Meetings were held weekly with an additional business meeting held each month. There were numerous pieces of literature approved at WSC 2016 that needed to go through a final review and editing process before being sent to WSO for publishing. Once this work was completed, we were then able to focus on other projects.

We now have ten members working on literature. Some focus on recovery literature, others edit and review service & outreach as per the process approved at the 2016 WSC.

A reading card, *We've Been There* (formerly titled *Why Are We Here?*), and a pamphlet for men, *Men's Experience, Strength, and Hope*, are included in the 2018 CAR. Both pieces were on the 2016 Recovery Literature Priority List. In addition, we reviewed and edited many other pieces of literature being presented at this conference by other world service committees.

The committee received more than 80 submissions from our members since the 2016 WSC.

- We requested and received writings on Traditions One, Two, and Three after an appeal in The Serenity Connection.
- An international region submitted 23 pieces of CAL translated to Spanish.
- Another international region sent in translations of Narateen and outreach literature and materials.
- The Twelve Steps in Turkish were also received.
- We have received writings on some of the traditions and concepts of service which will become part of the Nar-Anon 36.
- A poem and writing were received and forwarded to the Newsletter Committee.
- A book of slogans titled *Sharing the Slogans*, compiled from our conference approved literature, has been formatted and approved for sale.

We received a book of stories from the grandparents' point of view titled *Grandparents' Stories – the Family Disease Across Generations*, and an international region submitted a new daily reader titled *The Seasons of the Year – Spring*. Both submissions have been added to the 2018 Recovery Literature Priority List. We received 12 steps for a Narateen workbook. We are working on a traditions booklet, included on the Priority List, which we hope to have out for fellowship review soon. Our vision is for this booklet to be study material, which we hope will be a catalyst for more writings on the traditions portion of the Nar-Anon 36.

We received several requests to be added to the Priority List.

- an original *Just for Today* bookmark
- a *Do's and Don'ts* bookmark for the Narateens
- another daily reader using miscellaneous writings we received
- a pamphlet, *After Treatment*, to replace Al-Anon's *Living with Sobriety*

We received other miscellaneous writings which can become part of a new daily reader. Unfortunately, we aren't able to use some submissions which are not original writings.

Several service and outreach pieces are now out for fellowship review and input. They are:

- *Social Media*
- *Thinking About Attending A Nar-Anon Meeting?*
- *So You've Been Asked to Speak*
- a 3-piece outreach flyer
- *Starting A Meeting and Never Been to a Twelve Step Meeting*
- *Inappropriate and Disruptive Behavior*

Input on these pieces is being received by the Board of Trustees.

Other pieces in the process to be out in the future are:

- *Service Sponsorship & Our Trusted Servants*
- a pull tab outreach flyer.

The committee continues work on the Twelve Traditions portion of the Nar-Anon 36. We need members to submit writings, whether it is text, personal stories, or questions. In addition, our work over the next conference cycle will be as directed by the fellowship's input on the priority list sent out with the CAR.

We need the fellowship's help so we can continue to produce and edit literature. At this time, three regional literature committees have participated in this process. We encourage our members to write, whether it is for a new traditions book, or for other pieces of literature the fellowship has requested. Nar-Anon literature comes from the writings of our members.

WS Narateen Committee Report WSC 2018

The World Service Narateen Committee has 6 active members. The Committee works to advance the growth of the Narateen program in our fellowship. We do this by developing literature, encouraging and supporting regions develop a Narateen program and respond to member inquiries. We have monthly meetings via Skype, communicate via phone and or email.

During the 2016 – 2018 cycle we:

- Submitted four motions for consideration by the fellowship at upcoming conference. Worked with the Policy and Guidelines Committee to develop motions.
- Established a subcommittee and commenced work on a comprehensive Narateen Handbook/Manual. We hope to use the Motion 60 process and target its approval by the next WSC.
- Developed and implemented internal processes for committee review of region Narateen safety policy guidelines.
- Reviewed 6 region Narateen Safety guidelines.
- Held one round table discussion with WS Board of Trustees.
- Provide continual email and phone support to our members.

The committees approve and work to priorities based on a two year work cycle. This allows committee members to focus resources appropriately and aligns with World Service Conference cycle. We welcome any who have concerns or questions to contact the Committee at: narateen@nar-anon.org.

Plan for the future:

- Encourage members to volunteer for service on this vital committee, especially our international members.
- Grow Narateen!

World Service Newsletter Committee Serenity Connection

Committee:

Mary- Editor

Luanne-Secretary

Tawnee

Trudi

Kay

Committee meets regularly to:

- edit articles for use in the Serenity Connection
- compile the newsletter
- discuss needs and business of the committee

The newsletter committee is responsible for preparing a quarterly newsletter for the Nar-Anon fellowship. We utilize an internet work group to post, review, and edit submissions for the newsletter. We meet via Skype several times a quarter to complete the review and editing process. Additionally, the newsletter is reviewed by a member of the World Service Literature Committee as another set of eyes before going on to staff at World Service Office (WSO) for yet again another set of eyes. Last conference cycle the committee compiled a booklet of previously printed articles and hope to have a second volume ready after conference.

The newsletter committee welcomes and requests input and ideas from the fellowship. Please submit suggestions, ideas, input, and articles to newsletters @nar-anon.org
Current e-Subscription 5,086, hardcopies are still available for purchase from WSO

WS Outreach Committee Report to 2018 WS Conference

The WS Outreach Committee is currently 9 members strong and fully engaged in development of literature and materials to carry Nar-Anon's message of hope throughout the world.

The committee meets monthly on the third Sunday at 3PM Eastern via internet teleconference. The monthly meeting focuses on identifying and assigning tasks, setting deadlines and reviewing work in progress. These meetings are limited to one hour. Working on their on schedule to meet deadlines, individual and/or small groups of committee members take on specific tasks for development and bring their work back to the full committee for review and refinement. This process continues until tasks are approved and, if appropriate, ready to move on to the next step of the fellowship approval process.

Although committee membership is strong, it would be helpful to have a trustee join the outreach team to facilitate two-way communication and put the committee in closer contact with the guidance of the BOT.

Tasks completed or in-process during the current conference cycle include:

- Quarterly articles for the WS Newsletter
- Ongoing monitoring and reply to outreach@nar-anon.org emails
- Work on social media piece (out for fellowship review)
- Development of an outreach flyer (out for fellowship review)
- Development of a pull-tab flyer (in the fellowship development and review process)
- Development of an outreach contact card (submitted to the fellowship development and review process)
- Development of a Public Outreach PowerPoint (in the fellowship development and review process)
- Development of an Outreach Handbook (in committee review process)
- Development of a How To Do Outreach PowerPoint (on-hold pending approval of handbook)
- WS Outreach workshop at 2017 East Coast Convention 6 – Boston/Dedham
- WS Outreach workshop at 2018 Georgia Region Convention – Jekyll Island

If you have questions or concerns about Nar-Anon outreach activities, please email outreach@nar-anon.org

WS Policy and Guidelines Committee Report WSC 2018

The World Service Policy & Guidelines Committee has 7 active members. The Committee works to encourage understanding and adherence of Nar-Anon principles. We do this by regular discussion in order to help resolve members' concerns. We respond to members' concerns as a committee with one voice. Our committee reviews new material to help sustain the integrity of the literature. Our meetings occur monthly by Skype, and we communicate during the month through email and the Committee's group mail site.

During the cycle from 2016 much has been accomplished:

We received 7 inquiries and started an ongoing article to the Newsletter about inquiries. Several of the questions we received covered traditions and concepts as they relate to social media and internet use.

Following approval from the WSC 2016, we reviewed the Guide to Local Service and the Guide to World Services to look for information that might be unclear or information which could be in violation of our twelve traditions or twelve concepts of service. In preparation for the 2018 WSC, we reviewed service motions from WS committees for adherence to traditions and concepts. In addition, we submitted 8 motions from our review of the Guides.

Having an understanding of Nar-Anon's policy and guidelines is very important in all levels of service in the fellowship. We welcome any who have concerns or questions to contact the Committee at: pandgcommittee@nar-anon.org .

Plan for the future:

- Encourage international membership in P and G from the world-wide fellowship

WORLD SERVICE WEBSITE COMMITTEE REPORT

Cycle: 2016-2018
7 members serving

Progress Report

Communication with Members and the Public

Fellowship Website and Webstore

The <http://nar-anon.org> website provides excellent service to our members, newcomers, and the general public. The webstore provides efficient access for the purchase of Nar-Anon literature. Both have been stable and consistent with only minor updates during the last two years.

Improvement ideas come from members in service. Simple improvements are implemented by the World Service Office. More complex changes go to the Website Committee for evaluation and review. The Website Committee tracks requests for change, evaluates alternatives, communicates with appropriate World Service committees and the Board of Trustees, and then provides a written description of the change to assist the WSO when making the change.

Typical changes include 1) updates to ensure the wording on the website matches Conference Approved Literature (CAL), 2) minor wording changes to add clarity, and 3) navigational changes to make it easier to find the most frequently requested information.

In the Works - International Landing Pages

It was reported in 2016 that the Website Committee will work closely with WSO staff to create international landing pages. The WS website already enjoys visitors from around the world, however translation of the site is today done by online automated translation services. Often times the subtleties of the Nar-Anon message can be lost through automated translation. The goal is for international landing pages to have a common message translated by Nar-Anon members into their native languages with the ability to provide links to local information.

No requests for International Landing Pages came to the Website Committee during the last two years.

Communication with Webmasters

Website Vetting Process

The committee encourages Nar-Anon webmasters to register their site for inclusion on the WS website. The form used to request registration is available at the bottom of the [Other Nar-Anon Sites](#) page.

Websites are reviewed when their webmaster submits a registration form. Previously linked websites are also periodically reviewed to check for consistency with the Nar-Anon Principles. Special attention is paid to how CAL is used on the website in order to protect Nar-Anon copyrights.

In the spirit of service, the committee communicates with regional, area, and group services webmasters to help them create and maintain websites that encourage the unity of the fellowship by observing the principles of the program. The committee packaged the most commonly requested information into a revised Website Handbook and submitted it to the 2018 World Service Conference for consideration.

The committee is available for discussion regarding the display of the Nar-Anon message. The committee does not engage with webmasters regarding outside issues, such as discussions of technology, or selection of vendors and tools.

Webmaster's Logo Kit

The Nar-Anon Logo Kit has been available now for approximately two years. Recently the Website Committee created a set of guidelines to be used with the Logo Kit. The Logo Kit Guidelines document is now included within the logo kit zip file.

Communication with the WSC

2014 WSC Motion 4

Motion 4 from the 2014 WSC states:

The Website Committee develops a proposal for broadcasting the WSC proceedings in a secure manner to Regional representatives around the world who are unable to attend WSC in person. This would involve a one way streaming video that is password protected and archived for future viewing.

The website committee has been working as time permits to define the technical needs for this project.

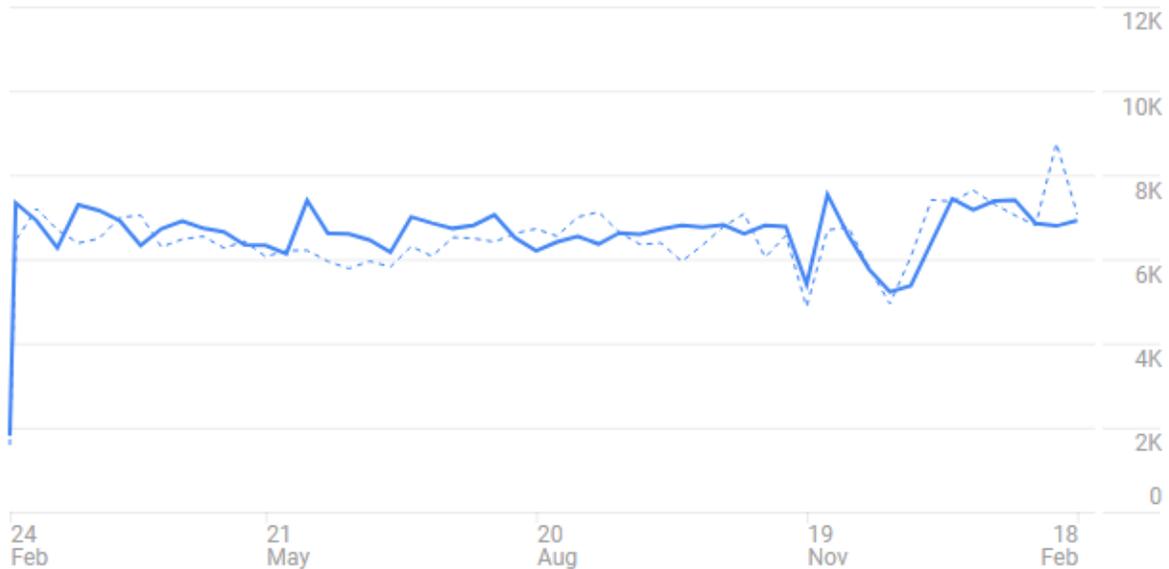
Private Webpace

The Website Committee is exploring options for creating a members-only, or password-protected webpace. Research is underway, but we have not yet found a technique that is both simple to use and simple to maintain.

Analytics

Following are Google Analytics for February 25, 2017 through February 24, 2018 with a comparison to the same period for the previous year. Google is presenting a new summary format of website analytics where are presented below.

Users	Sessions	Bounce Rate	Session Duration
293K	448K	45.67%	2m 21s
↑1.4%	↑2.8%	↑4.6%	↓4.7%
vs last year			



The user count is an indication of the number of unique visitors to the site. By using cookies, the analytics counters try to group multiple visits by the same person to a unique user. Although one user might connect from a computer and a cell phone and look like two different users, the intent in counting users is to count the number of people who visited our website.

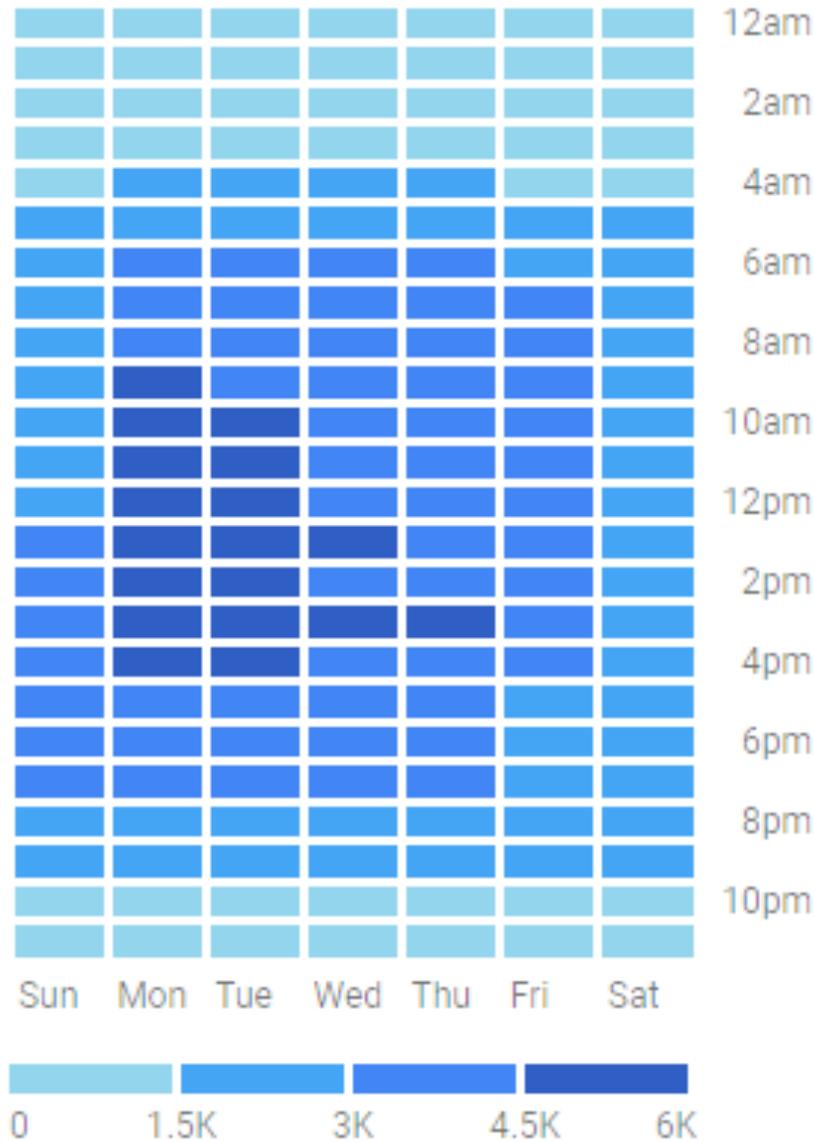
Sessions indicate the number of times a connection has been made to the website. One user might connect several times. On average, each user connected to our website 1.5 times.

“A bounce is a single-page session on your site. In Analytics, a bounce is calculated specifically as a session that triggers only a single request to the Analytics server, such as when a user opens a single page on your site and then exits without triggering any other requests to the Analytics server during that session.” - from Google online help.

Session duration is the length of time a single user stayed connected to our website during a single visit. Some visitors might connect only long enough find the address for a meeting. Some visitors might connect, read our online literature, search for meetings, and then click on the link to go to our webstore. Our analytics do not include time spent connected to the webstore because that is a separate website.

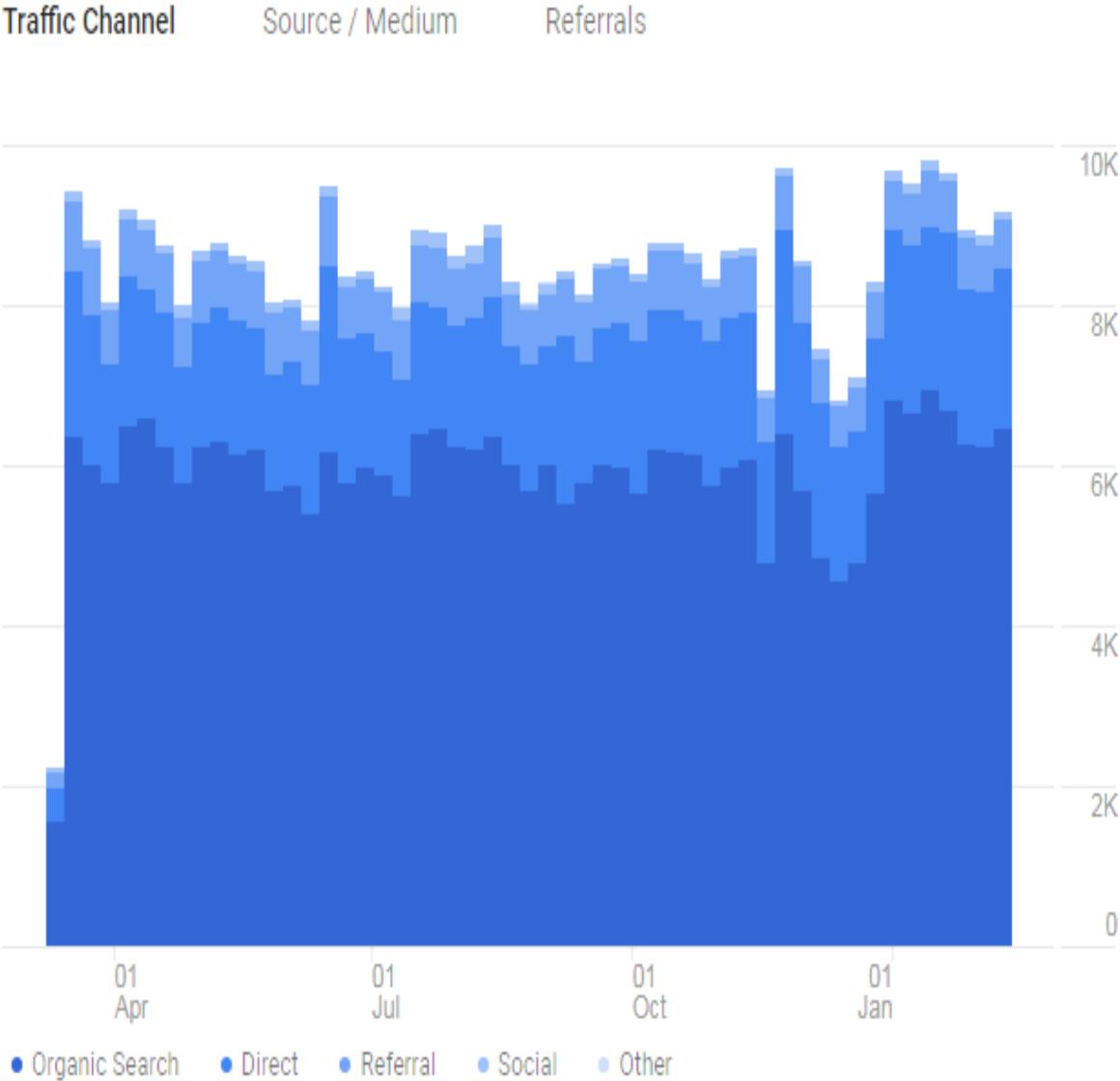
Visitors by Day and Time

Users by time of day



A simple graphic indicating that the highest volume of activity occurs on Monday between 9 a.m. and 4 p.m. Pacific time. Heavy visitor traffic also occurs midday on Tuesday, Wednesday, and Thursday. Moderate visitor traffic ranges from 4 a.m. until 9 p.m. Pacific time every day of the week. Some visitors come to our website all through the day and night every day.

How do Visitors Find the Site?



Search means that the visitor used a search engine such as Google or Bing to find our website. Most visitors used a search engine to find our website.

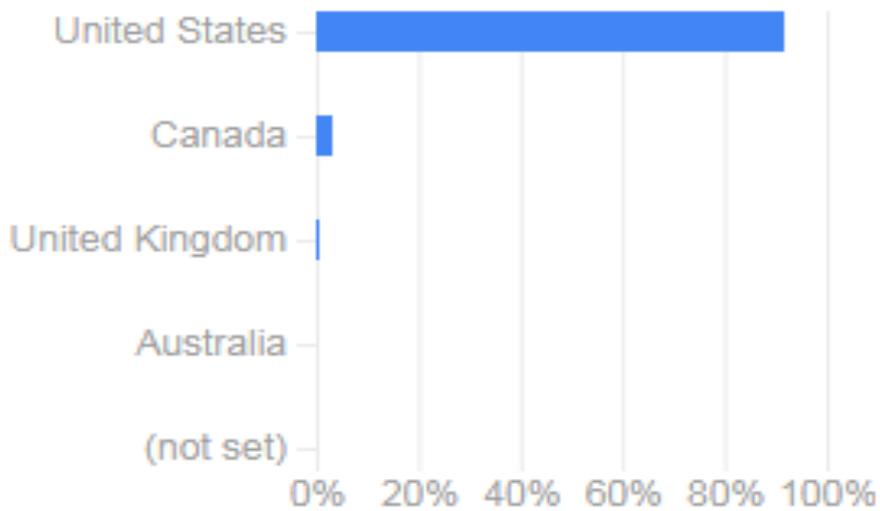
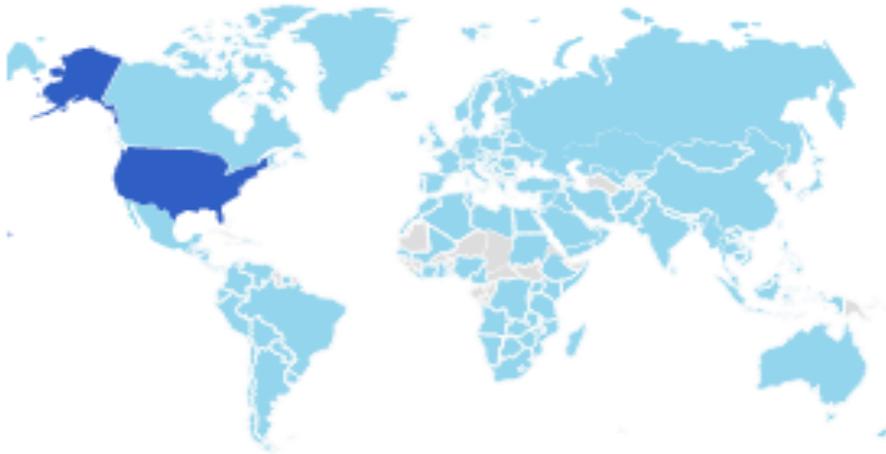
Direct means the visitor has a bookmark and connected directly to our website. Perhaps 20% of the visitors go directly to our website.

Referral means the visitor first went to another website and then clicked a link there that directed them to our website. On average, referrals might account for 10% of the visitors to our website. Clicking a link on a regional website will count as a referral.

Social means social media - such as Facebook. Very few users reach our website through social media.

Where do Visitors Come From?

Sessions by country



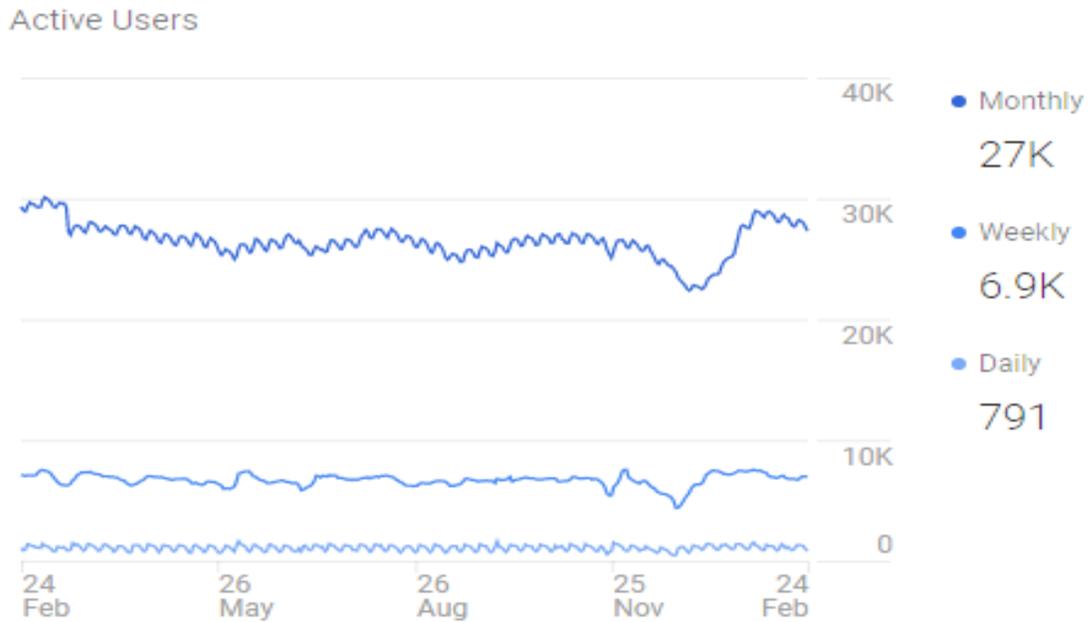
The majority of the visits to our website originate in the United States. There is also measurable traffic from other English language countries including the Canada, the United Kingdom, and Australia. Some traffic originates elsewhere, covering nearly all other countries.

Most Popular Pages

Page	Pageviews
/	266,359
/find-a-meeting/	258,207
/find-a-meeting	202,525
/meeting-updates	72,978
/what-is-nar-anon	71,924
/what-is-nar-anon/	53,964
/faq	25,504
/forum/	19,240
/our-principles/	16,863
/starting-a-group	10,890

The most visited webpage is the Find a Meeting page.

Active Visitors Trend Over Time



Visits are fairly consistent throughout the year, aside from a slight dip around the holiday season near the end of the calendar year.

Visitors by Device

Sessions by device



Mobile

55.7%

↑4.2%



Desktop

36%

↓2.7%



Tablet

8.3%

↓1.5%

This represents a global trend. More and more visitors each year are accessing website through mobile devices, such as cell phones. The platform now used to host our website automatically reformats the display to accommodate each different type of device. You can see this for yourself if you look at our website from a computer, tablet, and cell phone. Images are automatically resized. Text is automatically repositioned. Our website team (Committee and WSO) anticipated this trend and helped prepare our organization for this change.

Conclusion

It has been, and continues to be, an honor and a privilege to serve as chair of the World Service Website Committee. We look forward to continuous incremental improvements during the next two years.

Respectfully submitted by the World Service Website Committee.

World Service World Pool Committee Report

WSC 2018

The WS World Pool Committee has five members: June O (EPA), Rose T (CT/MA), Elaine J (EPA), Marie T (GA) and Kaye W (BC, Canada).

Our responsibility is to advertise for the positions of conference facilitator, conference secretary and those members willing to be elected into the World Pool to be eligible for elections to the Board of Trustees. We process all applications we receive, conducting interviews with both applicants and their references.

During this conference cycle we have processed all applications received and have in place a facilitator and secretary for this conference. We have processed one applicant for the world pool this cycle.

We have been very frustrated with having so few applicants. The number of board members will be at seven after this conference and according to our By-Laws the board can seat up to fifteen members. We want everyone considering applying to understand that the application process is open year round even though the deadline of October 31 of the year prior to a conference is in place for consideration at that conference. We would be happy to have applications to process throughout the cycle and encourage members to apply at any time.

We are looking for new ways to attract applicants for all the positions we are responsible for. We have advertised in the Serenity Connection, made flyers to be included with literature orders and developed a power point presentation explaining what the world pool is. We would like to reach out through the delegates to attract more applicants, especially for the Board of Trustees, and would welcome any additional suggestions on how to accomplish this.

Nar-Anon Family Group Headquarters, Inc.
Balance Sheet

As of December 31, 2017

	Dec 31, 2017	Dec. 31, 2016
ASSETS		
Current Assets		
1001 Checking - Gen Account	163,760.41	73,551.17
1002 Paypal Account	0.00	5.00
1050 Prudent Reserve Account	10,500.00	
Total Bank Accounts	\$ 174,260.41	\$ 73,556.17
Other Current Assets		
1004 Prepaid Expenses	0.00	937.22
1006 Petty Cash	4.96	4.96
1009 Deposit-Rent	10,442.27	10,442.27
1010 Inventory	12,067.41	16,854.82
1020 WS Conference Deposits	1,000.00	1,000.00
Total Other Current Assets	\$ 23,514.64	\$ 29,239.27
Total Current Assets	\$ 197,775.05	\$ 102,795.44
Fixed Assets		
1014 Office Furniture & Equipment		
1016 Furniture and Equipment	11,237.25	11,237.25
1018 Less-Accumulated Depreciation	-9,718.25	-9,074.25
Total 1014 Office Furniture & Equipment	\$ 1,519.00	\$ 2,163.00
Total Fixed Assets	\$ 1,519.00	\$ 2,163.00
TOTAL ASSETS	\$ 199,294.05	\$ 104,958.44

LIABILITIES AND EQUITY**Liabilities****Current Liabilities****Credit Cards**

2020 Bus Credit Card - 4	5,015.89	2,748.79
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2030 Business Credit Card - 8	2,529.85	0.00
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Total Credit Cards	\$ 7,545.74	\$ 2,748.79
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Other Current Liabilities

2200 World Convention Deposits	5,680.11	
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2400 Sales Tax Payable	1,004.00	830.77
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2510 Conference Deposits	30,400.00	0.00
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Total Other Current Liabilities	\$ 37,084.11	\$ 830.77
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Total Current Liabilities	\$ 44,629.85	\$ 3,579.56
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Total Liabilities	\$ 44,629.85	\$ 3,579.56
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Equity

3900 Retained Earnings	101,378.88	25,515.29
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Net Income	53,285.32	75,863.59
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Total Equity	\$ 154,664.20	\$ 101,378.88
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TOTAL LIABILITIES AND EQUITY	\$ 199,294.05	\$ 104,958.44
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Nar-Anon Family Group Headquarters, Inc.

Profit and Loss

January - December 2017

	Total
Income	
Literature Income	
3101 California	39,850.67
3102 Other States/Countries	309,394.58
Total 3100 Literature Sales	\$ 349,245.25
3200 Shipping & Handling	65,057.92
3270 EBooks	5,023.16
3300 Subscriptions-Newsletter	1,142.00
3460 Royalty Income	
Argentina	1,000.00
Columbia	468.00
Iran	2,298.00
Russia	1,500.00
South Africa	200.00
Uruguay	240.00
Total 3460 Royalty Income	\$ 5,706.00
3500 Contributions-U.S.A.	
Alaska	105.00
Arizona	1,094.82
Arkansas	29.24
California-Central	2,378.82
California-North	4,097.43
California-South	8,187.02
Colorado	860.55
Connecticut Region	1,500.00
Delaware	450.00
District of Columbia	50.00
Florida	8,245.17
Georgia	2,508.96
Illinois	320.00

Indiana	125.00
Kansas	1,556.00
Kentucky	100.00
Louisiana	100.00
Maine	4.83
Maryland	1,452.82
Massachusetts	916.00
Michigan	360.35
Minnesota	363.00
Missouri	125.00
Montana	25.00
Nevada	350.00
New Hampshire	147.38
New Jersey	1,256.08
New Mexico	100.00
New York	5,204.83
North Carolina	830.00
North Dakota	11.00
Ohio	1,319.48
Oregon	108.00
Pennsylvania - Eastern Region	10,766.09
Pennsylvania - Western Region	419.87
Rhode Island	25.37
South Carolina	50.00
Tennessee	62.00
Texas	1,344.50
Virginia	600.00
Washington	1,017.00
West Virginia	20.00
Wisconsin	40.00
Total 3500 Contributions-U.S.A.	<u>\$ 58,626.61</u>

Expenses

4100 Payroll Expenses		
4150 Salaries and Wages		99,263.50
4196 Workers Comp Ins		870.75
4197 P/R Tax ER		7,274.14
4198 Payroll Processing Fee		3,190.92
Total 4100 Payroll Expenses	\$	110,599.31
4200 Operating Expenses		
4210 Accounting and Legal		3,272.00
4212 Bank Charges		146.69
4216 Depreciation Expense		644.00
4225 Office Equipment Lease		2,990.15
4230 Insurance Expense		8,018.59
4240 Office Expenses		2,586.23
4242 Office Supplies		2,227.00
4250 Postage Machine		1,500.00
4252 Postage		2,967.20
4260 Rent		47,070.00
4266 Stripe Fees		13,075.07
4270 Taxes & Licenses		801.48
4276 Telephone		4,709.43
4278 Utilities		3,758.60
4280 Web Expense		1,402.89
Total 4200 Operating Expenses	\$	95,169.33
4600 Travel-Executive Director		1,869.86
4610 World Service Committees		
4618 WS Literature Committee		189.00
Total 4610 World Service Committees	\$	189.00
Total Expenses	\$	207,827.50
Net Operating Income	\$	53,074.38
Other Income		
3560 Insurance Certificates		199.00
4510 Interest Income		11.94
Total Other Income	\$	210.94
Net Other Income	\$	210.94
Net Income	\$	53,285.32