



# BASCNA MEETING

Baltimore Area Service Committee of Narcotics Anonymous  
Free State Regional Service Center  
217 N. Warwick Avenue  
Baltimore, Md. 21223  
Phone: 410-566-4022 Hotline: 1-800-317-3222

**Mario A – Chair, Vacant – Vice Chair, Vacant – Secretary, Shannon H. – Alt Secretary**

**Saturday November 4, 2023**

## BASC MEETING MINUTES

### > OPENING

- We version of “The Serenity Prayer”
- The reading of “The 12 Concepts”
- Housekeeping Rules

### > ROLL CALL

○ BASC Chair <b>Mario A.</b>	○ Phone Line Chair	<b>Vacant</b>
○ BASC Vice-Chair <b>Vacant</b>	○ Hospitals & Institutions Chair	<b>Charvette B.</b>
○ Secretary <b>Vacant</b>	○ RCM	<b>Roger J.</b>
○ Alternate Secretary <b>absent</b>	○ Alternate RCM	<b>Andre R.</b>
○ Treasurer <b>Vacant</b>	○ Public Relations Chair	<b>Miles M.</b>
○ Vice Treasurer <b>Vacant</b>	○ BACNA/Convention Liaison	<b>Vacant/Phyllis</b>
○ Literature Chair <b>Vacant</b>	○ BACNA/Region	<b>Vacant</b>
○ Policy Chair <b>Katrina</b>	○ FSRNA and / or FSRNA	<b>N/A</b>
○ Special Events Chair <b>Larry T.</b>		
○ Web-Servant <b>Absent</b>	○ Sargent at Arms #1	<b>Vacant</b>
○ Alternate Web-Servant <b>Vacant</b>	○ Sargent at Arms #2	<b>Vacant</b>

> WELCOME of “New Groups and/or GSR/Alt GSR Refer to Attached Addendum.

### Meeting Information


•OD – Open Discussion  
•Basic Text  
•JFT – Just for Today  
•ST – STEP  
•TR – TRADITIONS  
•L – LITERATURE  
•TO – TOPIC  
•GP – Guiding Principles

> **SECRETARY Update:** Review of last Month’s minutes (See Report)

- > All BASC Reports will be posted on our website, [Baltoareana.org](http://Baltoareana.org) and emailed to all GSRs whose email addresses are provided.
- > The Baltimore Area and All subcommittees need **HELP!!** BASC October 4, 2023 Page 1 of 3



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Phone: 410-566-4022

Hotline: 1-800-317-3222

**Mario A.- Chair, Vacant - Vice Chair, Vacant- Secretary, Shannon H.- Alt Secretary**

**Saturday, November 4, 2023**

**1st GSR count @ 11:29 am 24 GSR's Present**

**> TREASURER/VICE TREASURER: (report tabled).**

**2nd GSR count @ 12:23pm, 26 GSR's Present**

**o Friendly Reminder** all reports are a month behind.

- o Donation Options:** Cash-app-\$BASCNA, or drop-off checks and Money Orders @ 217 N. Warwick Ave Baltimore, MD 21223. (IMPORTANT) place for HomeGroup Name in Cashapp and on check/money order. Make checks/money orders payable to: Baltimore Area

**> SPECIAL EVENTS:**

o November 4, Topic: Marathon and Comedy/Dance Forrest Park Senior Center 4801 Liberty Heights Ave. Baltimore, Maryland 21207. December 2, Marathon. Fashion show/ Dance (\$15) TBD.

**Special Events Financial report (vote: 5,9,6) – Not passed**

Larry T stepped down as Special Events Chair.

**> OLD BUSINESS: Motion:** We need **TRUSTED SERVANTS!!!** (Qualifications posted on website)—**Secretary, Phoneline Chair, Literature Chair, Treasurer, Vice Treasurer, BACNA Liaison, Sergeant at Arms I & II**

**Correction to add the amount:** Sheila S. Asking for a \$ 500.00 increase for Special Events due to the inflated venue cost, Intent to continue to provide good events for the area – **Motion 2nd and passed (15,2,1)**

**Financial Reports from Accountant Mark D – Tabled until next month**

**3rd GSR count @ 1:00pm 20 GSRs**

**> NEW BUSINESS: 2024 Nominations for Area Executive Body, Committee Chairs/Alt is as follows:**

Roger J – BASC chair (accepted and won nomination)

Sheila S – BASC Vice Chair (accepted and won nomination)

Dina T – Secretary (accepted and won nomination)

Tammy M – Treasurer (accepted and won nomination)

Kim H - Sergeant at Arms I (accepted and won nomination)

Vernon W – Alternate RCM (accepted and won nomination)

David B – Policy Chair (accepted and won nomination)

(See Attached Formal Nomination Forms of those who declined/absent)

Motion 01 to squash motion to increase Special Events Budget by \$500. (Motion was "Out of Order")



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**Mario A. –Chair, Vacant- Vice Chair, Vacant-Secretary, Shannon H. Alt Secretary**

**Saturday November 4, 2023**

**4<sup>th</sup> GSR count @ 2:00 pm 18 GSRs (taken during nominations)**

**5<sup>th</sup> GSR count @ 3:00 pm 13 GSRs (taken during nominations)**

**> RCM and/or Alternate RCM Report(s) (See Report) (Report Accepted, Majority Ruled)**

**POLICY Subcommittee Report (See Report) (Report Accepted, Majority Ruled)**

o Policy subcommittee meets virtually every 3<sup>rd</sup> Saturday at 11am

Zoom ID: **892 9038 4963** PW: **295451**

**> HOSPITALS and INSTITUTIONS Subcommittee Update (See Report) (Report Accepted, Majority Ruled)**

H&I subcommittee meets virtually on 4<sup>th</sup> Saturday of each month at 12:30pm

Zoom ID: **87963813021** PW: **HIMEETING** or phone 301.715.8592 #842827276

**> PUBLIC RELATIONS Subcommittee Update (See Report) (Report Accepted, Majority Ruled)**

o Public Relations (PR) subcommittee meets virtually every 4<sup>th</sup> Monday at 6pm

Zoom ID: **813 03866303** PW: **332720**

**> PHONE LINE Subcommittee Update - Absent**

**> WEB SERVANT / ALTERNATE WEB SERVANT - Absent**

**> FSRCNA and / or FSRNA (N/A)**

**6<sup>th</sup> GSR count @ 4:00 pm 11 GSRs**

**Chair, Secretary, Phone line reports – Tabled due to time restraints**

**> OPEN GROUP DISCUSSION— Tabled due to time restraints**

**> CLOSING at 4:05pm**

o The We version of the “Serenity Prayer”

***Thank you for allowing me to serve!!!***

***Terry B.***

## **Baltimore Area Special Events Report**

December 2, 2023

Greetings Executive Body and GSRs,

November 4, 2023, event given by Special Events at Forest Park Senior Center was a well-attended and a good event and unity.

- Money returned was \$ 1645.26.
- Meeting envelopes \$212.56
- Food sales \$174.70

### **Today's event:**

"Keys to Freedom": Marathon & Dance

Marathon: 12:00pm – 6:00pm

Dance: 7:00pm – 10:00pm (\$5.00)

Forrest Park Senior Center.

4801 Liberty Heights Avenue

Baltimore, MD 21207

### **October 7 ,2023 event:**

"Why We Stay" 20 yrs. + Marathon.

12:00pm – 8:00pm

Forest Park Senior Center

4801 Liberty Heights Avenue

Baltimore, MD 21207

In Loving Service,

Chair Larry T.

## SPECIAL EVENTS

OPERATING REPORT FOR MONTH November 2023

CHAIR: Larry T.

VICE CHAIR: Chase

OPERATING BALANCE: \$2,000.00	EXPENSES/TOTALS \$2,000.00
RECEIPT FOR VENUE COST.	
HELD: Forest Park Senior Center	\$940.00
RECEIPT FOR DJ COST	\$350.00
Receipt for Comedians	\$600.00
DJ NAME: DJ Warren Stanley	
OTHER ITEM(S) USED FOR EVENT: Food	
ITEM(S) NAME: Darc's Catering	\$400.00
RECEIPTS FOR SUPPLIES, FOOD, ETC.	\$110.00
RETURNED CASH/NOT SPENT	\$0.00
TOTAL FOR ALL OPERATING COST FOR THE EVENT (SHOULD EQUAL UP TO OPERATING BALANCE)	\$2,000.00
RETURNED FROM EVENT	
FOOD MEETING/ENVELOPES TICKET SALES.	\$1,645.26
\$174.70. \$212.56. \$858.00	

\*\*\*\*\* "The Special Events Subcommittee plans and creates events and/or functions that provide a clean, safe environment for our members to enhance the enjoyment of their recovery; to fellowship together and to promote unity."

Articles and Guidelines, page 10, January 2017

## HOME GROUPS – OCTOBER DONATIONS 2023

<b>JOURNEY CONTINUES</b>	<b>PROMISE IS FREEDOM</b>	<b>NO LONGER BOUND GROUP</b>
<b>PROMISE IS FREEDOM</b>	<b>HAMILTON NOON</b>	<b>COURAGE TO CHANGE</b>
<b>STRONG CONNECTIONS</b>	<b>COURAGE TO CHANGE</b>	<b>RECOVERY ON THE AVENUE</b>
<b>RECOVERY AT THE CENTER</b>	<b>GIVE ME A BREAK</b>	<b>DOING IT AGAIN IN GREENMUNT</b>
<b>DO THE RIGHT THING NOW</b>	<b>A DESIRE TO CHANGE</b>	<b>IT'S A MIRACLE</b>
<b>THOUSAND MILE WALK</b>	<b>THE TIES THAT BIND US TOGETHER</b>	<b>MESSAGE OF RECOVERY</b>
<b>LIVING CLEAN</b>	<b>FREEDOM FROM BONDAGE</b>	<b>STOP THE GAP</b>
<b>SUNDAY MEN'S RAP</b>	<b>DOING IT AGAIN IN GREENMOUNT</b>	<b>ONE ADDICT HELPING ANOTHER</b>
<b>MANIC SUNDAY</b>	<b>THE STEP WORKING GUIDE GROUP OF NA</b>	<b>INDIVIDUAL DONATION(S) (1)</b>
<b>STEP TO THE TRUTH</b>	<b>SURRENDER OR DIE</b>	

**Baltimore Area Service Committee of Narcotics Anonymous**

**Bank Reconciliation Statement for September 2023**

Month Ended September 30, 2023

Cash balance as per bank statement, August 31, 2023 \$ 3,892.26

Add: Deposits/refunds activity

Date	Deposits/Refunds	Amount	Description
9/5/2023	Deposit	\$ 70.00	
9/5/2023	Deposit	\$ 254.84	
9/5/2023	Deposit	\$ 495.50	
9/8/2023	Deposit	\$ 646.91	
9/8/2023	Deposit	\$ 740.07	
9/18/2023	Deposit	\$ 134.00	
9/19/2023	Deposit	\$ 656.50	
9/29/2023	Interest	\$ 0.19	
<b>Total deposits/refunds/interest</b>		<b>\$ 2,998.01</b>	

Net Account Balance \$ 6,890.27

Less: Cleared checks/charges

Cleared	Check #	Payee/Charge	Amount	Description
9/5/2023	4966	FOREST PARK SENIOR CENTER	\$ (790.00)	SPECIAL EVENTS SITE BALANCE FOR SEPTEMBER EVENT
9/6/2023	4967	DAMON RAMSEY	\$ (350.00)	DJ SPECIAL EVENTS
9/5/2023	4968	LARRY THORNTON	\$ (150.00)	REFRESHMENTS SPECIAL EVENTS
9/11/2023	4969	WAYNE MADDOX	\$ (120.00)	SPECIAL EVENTS FLYERS JUNE, JULY, SEPTEMBER
9/11/2023	4970	FSRSCNA	\$ (90.00)	RENT
9/12/2023	4971	MARIO ADRIEN	\$ (74.64)	REIMBURSEMENTS FOR REFRESHMENTS AREA MEETING
9/19/2023	4972	FREE STATE REGION	\$ (100.00)	DONATION
9/12/2023	4973	MARIO ADRIEN	\$ (15.99)	ZOOM ACCOUNT
9/29/2023	4974	FOREST PARK SENIOR CENTER	\$ (950.00)	SPECIAL EVENTS SITE FOR OCTOBER EVENT
7/31/2023	FEE	HARBOR BANK	\$ -	SERVICE CHARGES FOR PERIOD

Total Cleared Checks/Charges **\$ (2,640.63)**

**Bank statement Balance at September 30, 2023** **\$ 4,249.64**

**ACTIVITIES OCTOBER 2023**

**Bank statement Balance at September 30, 2023** **\$ 4,249.64**

**Deposits in October**

10/1/2023	Deposit- cash app	\$ 309.15	Cash transfer in
10/4/2023	Deposit	\$ 55.00	Group Donations
10/7/2023	Deposit	\$ 566.24	Group Donations (\$524.24 Collections +\$ 42.00 Area Basket)
10/7/2023	Deposit	\$ 801.50	Special Events (Catering Bid \$400+Collection Baskets \$194.50+ Refreshments \$103.00 +Dance \$104.00)
10/15/2023	Deposit- cash app	\$ 675.00	Cash transfer in (include \$260.00 Repayment by Verlie)
10/31/2023	Deposit- cash app	\$ 770.00	Cash transfer in (include \$400.00 Catering bid \$ for Special Events)
10/31/2023	Deposit	\$ 71.42	Group Donations

Total deposits for October **\$ 3,248.31**

**Net Balance for 10/31/2023** **\$ 7,497.95**

**Outstanding checks/expenses**

Date	Check #	Payee/Charge	Amount	Description
9/23/2023	4975*	JAMES WOODSON	\$ (350.00)	DJ SPECIAL EVENTS
9/1/2023	4976*	LARRY THORNTON	\$ (140.00)	REFRESHMENTS FOR SPECIAL EVENTS
10/7/2023	4977*	FREE STATE REGION	\$ (623.60)	DONATION FROM BALTIMORE AREA
10/13/2023	4978	FSRSCNA	\$ (166.50)	PHOTOCOPIES FOR BALTIMORE AREA
10/13/2023	4979	MARIO A	\$ (100.00)	REFRESHMENTS FOR AREA SERVICE UP TO \$ 100 PER GUIDELINES
10/13/2023	4980	FSRSCNA	\$ (90.00)	RENT
10/13/2023	4981	MARIO A	\$ (15.99)	ZOOM ACCOUNT
10/13/2023	4982	FSRSCNA	\$ (168.51)	H&I LITERATURE
10/28/2023	4983	CHARVETTE B	\$ (4.12)	RECEIPTS BOOKS
10/21/2023	4984	LARRY T	\$ (600.00)	COMEDIAN AND DJ SPECIAL EVENTS: SIR ALEX, JOHNNY BOY, RAY DIVA
10/21/2023	4985	FOREST PARK SENIOR CENTER	\$ (940.00)	SPECIAL EVENTS SITE FOR NOVEMBER EVENT
10/21/2023	4986	LARRY T	\$ (350.00)	WARREN STANLEY DJ SPECIAL EVENTS
10/6/2023	4987	LARRY T	\$ (170.00)	REFRESHMENTS FOR SPECIAL EVENTS

Total Outstanding Checks/Deposits **\$ (3,718.72)**

**Adjusted Cash Balance at 10/31/2023** **\$ 3,779.23**

**CASH FLOW MONIES TO THE REGION (any amount above \$3500)** **\$ 279.23**

**NOTE: Overlapped Items from last month report- CHECK NUMBERS And Deposit Above MARKED WITH AN ASTERIX WERE NOT INCLUDED IN AUGUST BANK STATEMENT**

Please Make Checks or Money Orders out to the Baltimore Area

CashApp: \$BASCNA

EARMARKED/BUDGETTED

M.A.R.L.C.NA - Once a Year (JANUARY)	Per Motion voted October 2023 the costs of
BASC CHAIR	registration, hotel rooms, and travel expenses (gas)
RCM	are fully covered
ALT RCM	Upon documentation
	Upon documentation
	Upon documentation

SPECIAL EVENTS PRUDENT RESERVE; BASC Guidelines, Article XIV, Bullet	
10, & October 2023 Motion	(\$2,000)
AREA PRUDENT RESERVE	(\$1,500)
TOTAL AREA PRUDENT RESERVE (ARTICLE XIV BASC GUIDELINES)	(\$3,500)

In Loving Services

Mario A





25 W. Fayette Street • Baltimore, MD 21201  
Return Service Requested

Account Number  
Statement Date  
Statement Thru Date  
Check/Items Enclosed  
Page

XXXXXX8015  
09/29/2023  
10/01/2023  
14  
1



00002969 MHBMDA093023060648 01 000000000 0003361 003

BALTIMORE AREA SERVICES OF N/A  
217 N WARWICK AVE  
BALTIMORE MD 21223-1416

#### Customer Service Information

Tier One Support: 1-888-229-1070  
 Contact Us By Mail: 25 W. Fayette St  
Baltimore MD 21201  
 Website: [www.theharborbank.com](http://www.theharborbank.com)  
 Email us: [estatementssupport@theharborbank.com](mailto:estatementssupport@theharborbank.com)

#### IMPORTANT MESSAGE(S)

Our privacy policy informs you how we collect, share, and protect your personal information. Our policy has not changed, and you may review our policy and practices with respect to your personal information at [www.theharborbank.com](http://www.theharborbank.com) or we will mail you a free copy upon request if you call us at 410-528-1800.

#### NOW - NON-PERSONAL

Account Number: XXXXXX8015

Account Owner(s): BALTIMORE AREA SERVICES OF N/A

#### Balance Summary

Beginning Balance as of 09/01/2023	\$3,892.26
+ Deposits and Credits (8)	\$2,998.01
- Withdrawals and Debits (9)	\$2,640.63
Ending Balance as of 09/30/2023	\$4,249.64
Service Charges for Period	\$0.00
Average Collected for Period	\$4,550.00
Minimum Balance for Period	\$3,422.00

#### Earnings Summary

Interest for Period Ending 09/30/2023	\$0.19
Interest Paid Year to Date	\$0.74
Annual Percentage Yield Earned (APYE)	0.05%
Average Balance for APYE	\$4,580.17
Number of Days for APYE	30

#### DEPOSITS AND OTHER CREDITS

Date	Description	Deposits
Sep 05	DEPOSIT	70.00



## Mobile Banking

Convenient banking from  
your mobile device.

Mobile Apps  
Text Banking  
Mobile Website





### CHANGE OF ADDRESS

NAME: \_\_\_\_\_

NEW: \_\_\_\_\_

Street and Number	City	State	Zip Code
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TYPE OF ACCOUNTS MAINTAINED AND ACCOUNT NUMBERS:

☐ Checking \_\_\_\_\_ ☐ Installment Loan \_\_\_\_\_ ☐ Safe deposit box (# \_\_\_\_\_ )☐ Savings ☐ Certificate ☐ Other (describe below)

SPECIAL INSTRUCTIONS:

Date: \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

CUT ALONG BROKEN LINE AND MAIL OR TAKE TO BANK

## RECONCILEMENT FORM

Please examine immediately and report if incorrect

If no reply is received within 60 days the account will be considered correct.

## CHECKS OUTSTANDING

[illegible]

TO PROVE BALANCE  
AS SHOWN ON  
YOUR STATEMENT

1. Deduct all bank charges from your checkbook.
2. All checks issued from your personalized checkbook are posted numerically (as issued). Sort your checks numerically.
3. Check off on the stubs of your checkbook each check listed as paid by the Bank and make a list of the numbers and amounts of those still outstanding in the spaces provided at the left. Be sure to include all checks still outstanding from your previous statement. To the sum of the outstanding checks add the balance as shown in your checkbook.
4. List below all deposits which do not appear on the statement and add to this total the balance as shown by the statement.

The two results should agree and if so, this statement as rendered is correct.

			DEPOSITS NOT SHOWN ON STATEMENT	
TOTAL CHECKS OUTSTANDING				
BAL. PER CHECKBOOK			BANK BALANCE PER STATEMENT	
TOTAL			TOTAL	

WORK SPACE

**IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS**

Telephone or write us at the telephone number or address located on the front of this statement as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

- (1) Tell us your name and account number (if any).
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days (or more than 20 business days for an error occurring within 30 days after the first deposit was made to the account) to do this, we will recredit your account for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

**YOUR DEMAND DEPOSIT LOAN ACCOUNT SUMMARY OF RIGHTS IS OUTLINED BELOW**

This is a summary of your rights; a full statement of your rights and our responsibilities under the Federal Fair Credit Billing Act will be sent to you both upon request and in response to a billing error notice.

Your Demand Deposit Loan Account is operated in conjunction with your Demand Deposit Account. Any charges for your checking account will be made to the Demand Deposit Account and they will be the same charges as are made for Demand Deposit Accounts not operated in conjunction with Demand Deposit Loan Accounts. The following information thus applies only to loans made to you under your Demand Deposit Loan Account line of credit.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR DEMAND DEPOSIT LOAN

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us on a separate sheet at the address located on the front of this bill as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights. In your letter, give us the following information:

- (1) Your name and account number.
- (2) The dollar amount of the suspected error.
- (3) Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

You do not have to pay any money in question while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. While we investigate your question we cannot report you as delinquent or take any action to collect the amount you question.

We figure a portion of the FINANCE CHARGE on your Demand Deposit Loan Account by applying the "average" daily periodic rate(s) to the "Daily Balance" of your account for the billing cycle. To get the "Average Daily Balance" we take the beginning balance of your account each day, add any new advances, and subtract any payments or credits and unpaid FINANCE CHARGES. This gives us the daily balance.

The minimum periodic payment required is shown on the front of this bill. You may pay off your Demand Deposit Loan Account loan balance at any time, or make voluntary additional payments. Payments shall be applied, first to any unpaid FINANCE CHARGES, and second to the principal loan balance outstanding in your Demand Deposit Loan Account. Periodic statements may be sent to you at the end of each billing cycle showing your Demand Deposit Loan Account loan transactions.

Send payments and inquiries to address shown on front of bill

NOTE: Payments received after close of business shall be deemed received on the following business day for purposes of crediting your account.

### CHECK 21 NOTIFICATION

If you request the return of your original checks you may receive a "Substitute Check" in response. The Substitute Check is the legal equivalent of an original check and you have rights that apply when you believe, in good faith, that a Substitute Check was not properly charged to your account. Contact your branch or call the number on the front of this statement to request a Check 21 disclosure.

**IMPORTANT:** Every statement should be checked with your own records. If no errors are reported within 60 days, your account will be considered correct.





### DEPOSITS AND OTHER CREDITS (Continued)

Date	Description	Deposits
Sep 05	DEPOSIT	254.84
Sep 05	CASH APP/* CASH APP BALTIMORE AREA NA	495.50
Sep 08	DEPOSIT	646.91
Sep 08	DEPOSIT	740.07
Sep 18	DEPOSIT	134.00
Sep 19	CASH APP/* CASH APP BALTIMORE AREA NA	656.50
Sep 29	INTEREST PAID	0.19

### CHECKS PAID

\* Indicates a Skip in Check Number(s)

Date	Check No.	Amount	Date	Check No.	Amount	Date	Check No.	Amount
Sep 05	4966	790.00	Sep 11	4969	120.00	Sep 19	4972	100.00
Sep 06	4967	350.00	Sep 11	4970	90.00	Sep 12	4973	15.99
Sep 05	4968	150.00	Sep 12	4971	74.64	Sep 29	4974	950.00

### FEE RECAP

	Total For This Period	Total Year-to-Date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Item Fees	\$0.00	\$35.00

### DAILY BALANCE SUMMARY

Date	Balance	Date	Balance	Date	Balance
Sep 05	3,772.60	Sep 11	4,599.58	Sep 19	5,199.45
Sep 06	3,422.60	Sep 12	4,508.95	Sep 29	4,249.64
Sep 08	4,809.58	Sep 18	4,642.95		





THE  
HARBOR BANK  
OF MARYLAND

25 W. Fayette Street • Baltimore, MD 21201  
Return Service Requested

Account Number XXXXXX8015  
Statement Date 09/29/2023  
Statement Thru Date 10/01/2023  
Page 3

## CHECK IMAGES

HB | HARBOR BANK Checking Deposit DDADEP

Customer: BALTIMORE AREA SERVICES OF N.A.

Date: 09/05/2023 Drawer #: 203 Seq #: 34 Item Seq: 575000074990

Amount: \$ 70.00

⑆5011⑆1772⑆ 2100048015⑆

09/05/2023 Check 0 \$70.00

HB | HARBOR BANK Checking Deposit DDADEP

Customer: BALTIMORE AREA SERVICES OF N.A.

Date: 09/05/2023 Drawer #: 203 Seq #: 35 Item Seq: 575000074970

Amount: \$ 254.84

⑆5011⑆1772⑆ 2100048015⑆

09/05/2023 Check 0 \$254.84

HB | HARBOR BANK Checking Deposit DDADEP

Customer: BALTIMORE AREA SERVICES OF N.A.

Date: 09/08/2023 Drawer #: 201 Seq #: 33 Item Seq: 585000094940

Amount: \$ 646.91

⑆5011⑆1772⑆ 2100048015⑆

09/08/2023 Check 0 \$646.91

HB | HARBOR BANK Checking Deposit DDADEP

Customer: BALTIMORE AREA SERVICES OF N.A.

Date: 09/08/2023 Drawer #: 201 Seq #: 34 Item Seq: 585000094970

Amount: \$ 740.07

⑆5011⑆1772⑆ 2100048015⑆

09/08/2023 Check 0 \$740.07

HB | HARBOR BANK Checking Deposit DDADEP

Customer: BALTIMORE AREA SERVICES OF N.A.

Date: 09/18/2023 Drawer #: 201 Seq #: 17 Item Seq: 595000102330

Amount: \$ 134.00

⑆5011⑆1772⑆ 2100048015⑆

09/18/2023 Check 0 \$134.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21223

DATE 08/28/2023 1-177528

Forrest Park Senior Center

Seven Hundred Ninety &

THE HARBOR BANK

Balance Special Events Sept 23

⑆00496⑆ ⑆052001772⑆ ⑆2100048015⑆

09/05/2023 Check 4966 \$790.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21223

DATE 08/28/2023 1-177528

M<sup>r</sup> Damon Ramsey

Three Hundred Fifty &

THE HARBOR BANK

DJ Special Events Sept 23

⑆00496⑆ ⑆052001772⑆ ⑆2100048015⑆

09/06/2023 Check 4967 \$350.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21223

DATE 09/10/23 1-177530

M<sup>r</sup> Larry Thornton

One Hundred Fifty &

THE HARBOR BANK

Food Special Events

⑆00496⑆ ⑆052001772⑆ ⑆2100048015⑆

09/05/2023 Check 4968 \$150.00



THE  
HARBOR BANK  
OF MARYLAND

25 W. Fayette Street • Baltimore, MD 21201  
Return Service Requested

Account Number XXXXXX8015  
Statement Date 09/29/2023  
Statement Thru Date 10/01/2023  
Page 4

## CHECK IMAGES (Continued)

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 09/08/23 7-07520

PAY TO THE ORDER OF Mr. Wayne L. Maddox \$120.00

One Hundred Twenty

FOR Flyer for June, July, Sept

HARBOR BANK  
OF MARYLAND  
BALTIMORE MD 21201

0004969 00520017724 2100048015

09/11/2023 Check 4969 \$120.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 09/08/23 7-07520

PAY TO THE ORDER OF Free State Regional Service Committee of N.A. \$90.00

Ninety

FOR Rent for Area Service

HARBOR BANK  
OF MARYLAND  
BALTIMORE MD 21201

0004970 00520017724 2100048015

09/11/2023 Check 4970 \$90.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 09/08/23 7-07520

PAY TO THE ORDER OF Mr. Mario Adrian \$74.64

Seventy Four

FOR Re Freshments for Area Service

HARBOR BANK  
OF MARYLAND  
BALTIMORE MD 21201

0004971 00520017724 2100048015

09/12/2023 Check 4971 \$74.64

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 09/08/23 7-07520

PAY TO THE ORDER OF Free State Region \$100.00

One Hundred

FOR Donation for Baltimore area

HARBOR BANK  
OF MARYLAND  
BALTIMORE MD 21201

0004972 00520017724 2100048015

09/19/2023 Check 4972 \$100.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 09/08/23 7-07520

PAY TO THE ORDER OF Mario Adrian \$15.99

Fifteen

FOR Zoom Account

HARBOR BANK  
OF MARYLAND  
BALTIMORE MD 21201

0004973 00520017724 2100048015

09/12/2023 Check 4973 \$15.99

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 09/23/23 7-07520

PAY TO THE ORDER OF Forest Park Senior Center \$950.00

Nine Hundred Fifty

FOR Special Event

HARBOR BANK  
OF MARYLAND  
BALTIMORE MD 21201

0004974 00520017724 2100048015

09/29/2023 Check 4974 \$950.00



## HOME GROUPS – NOVEMBER DONATIONS 2023

<b>SOUL FOOD NO MORE DRAMA</b>	<b>LISTEN TO LEARN</b>	<b>VILLAGE VOICE</b>
<b>THOUSAND MILE WALK</b>	<b>RECOVERY AT THE CENTER</b>	<b>NO LONGER BOUND</b>
<b>DO THE RIGHT THING NOW</b>	<b>LITTLE ITALY</b>	<b>HEALING IN PROCESS</b>
<b>STRONG CONNECTIONS</b>	<b>7 DAYS OF NA</b>	<b>VISION OF HOPE</b>
<b>LIVING CLEAN</b>	<b>RECOVERY ON THE AREAS</b>	<b>DOING IT AGAIN ON GREENMOUNT</b>
<b>FREEDOM FROM BONDAGE</b>	<b>MESSAGE OF RECOVERY</b>	<b>ONE IS TOO MANY</b>
<b>A NEW WAY OF LIFE</b>	<b>BLAST OF RECOVERY</b>	<b>NO MATTER WHAT GROUP OF NA</b>
<b>JOURNEY CONTINUES</b>	<b>PROMISE IS FREEDOM</b>	<b>NO LONGER BOUND</b>
<b>RECOVERY AT THE MIX</b>	<b>GIVE ME A BREAK</b>	<b>STEP TO THE TRUTH</b>
<b>ARE YOU WILLING</b>	<b>STOP THE GAP</b>	<b>SUNDAY'S MEN'S RAP</b>
<b>ON SUNDAY</b>	<b>MANIC SUNDAY MONDAY</b>	<b>NO MATTER WHAT GROUP OF NA</b>



**Baltimore Area Service Committee of Narcotics Anonymous**

**Bank Reconciliation Statement for October 2023**

Month Ended October 31, 2023

Cash balance as per bank statement, October 1, 2023 \$ 4,294.64

Add: Deposits/refunds activity

Date	Deposits/Refunds	Amount	Description
10/3/2023	Deposit	\$ 309.15	
10/4/2023	Deposit	\$ 55.00	
10/10/2023	Deposit	\$ 566.24	
10/10/2023	Deposit	\$ 801.50	
10/17/2023	Deposit	\$ 675.00	
9/29/2023	Interest	\$ 0.21	
<b>Total deposits/refunds/interest</b>		<b>\$ 2,407.10</b>	

Net Account Balance \$ 6,701.74

Less: Cleared checks/charges

Cleared	Check #	Payee/Charge	Amount	Description
10/6/2023	4975	JAMES WOODSON	\$ (350.00)	DJ SPECIAL EVENTS
10/10/2023	4976	LARRY T	\$ (140.00)	REFRESHMENTS SPECIAL EVENTS
10/16/2023	4977	FREE STATE REGION	\$ (623.60)	DONATION
10/16/2023	4979	MARIO A	\$ (100.00)	REIMBURSEMENTS FOR REFRESHMENTS AREA MEETING
10/16/2023	4981	MARIO A	\$ (15.99)	ZOOM ACCOUNT
10/24/2023	4984	LARRY T	\$ (600.00)	DJ & COMEDIAN SIR ALEX & JOHNY BOY SE
9/19/2023	4987	LARRY T	\$ (110.00)	REFRESHMENTS SPECIAL EVENTS
7/31/2023	FEE	HARBOR BANK	\$ -	SERVICE CHARGES FOR PERIOD

Total Cleared Checks/Charges \$ (1,939.59)

**Bank statement Balance at October 31 2023** **\$ 4,717.15**

**ACTIVITIES NOVEMBER 2023**

Bank statement Balance at October 31 2023 \$ 4,717.15

**Deposits in November**

10/31/2023	Deposit- cash app*	\$ 770.00	Cash transfer in (include \$400.00 Catering bid \$ for Special Events)
10/31/2023	Deposit*	\$ 71.42	Group Donations
11/6/2023	Deposit	\$ 1,635.26	Special Events (Catering Bid \$400+ Collection Baskets \$202.56+ Refreshments \$174.70+ Comedy Show &Dance \$858.00)
11/6/2023	Deposit	\$ 1,256.75	Group Donations (\$1223.75 Collections +\$ 33.00 Area Baskett)
11/15/2023	Deposit- cash app	\$ 303.52	Cash transfer in (include \$50.00 for special events (20+15+15))
11/22/2023	Deposit-	\$ 95.00	Group Donations
12/1/2023	Deposit- cash app	\$ 623.75	Group Donations (include \$260.00 Repayment by Verlie H)

Total deposits for November \$ 4,755.70

**Net Balance for 11/30/2023** **\$ 9,472.85**

**Outstanding checks/expanses**

Date	Check #	Payee/Charge	Amount	Description
10/13/2023	4978*	FSRSCNA	\$ (166.50)	PHOTOCOPIES FOR BALTIMORE AREA
10/13/2023	4980*	FSRSCNA	\$ (90.00)	RENT
10/13/2023	4982*	FSRSCNA	\$ (168.51)	H&I LITERATURE
10/28/2023	4983*	CHARVETTE B	\$ (4.12)	RECEIPTS BOOKS
10/21/2023	4985*	FOREST PARK SENIOR CENTER	\$ (940.00)	SPECIAL EVENTS SITE FOR NOVEMBER EVENT
10/21/2023	4986*	LARRY T	\$ (350.00)	WARREN STANLEY DJ SPECIAL EVENTS
11/18/2023	4988	MARIO A	\$ (74.84)	REIMBURSEMENTS FOR REFRESHMENTS AREA MEETING
11/18/2023	4989	FRSCNA	\$ (90.00)	RENT
11/18/2023	49990	FOREST PARK SENIOR CENTER	\$ (940.00)	SPECIAL EVENTS SITE FOR DECEMBER EVENT
11/18/2023	4991	DARRELL JAMES	\$ (350.00)	DJ SPECIL EVENTS
11/18/2023	4992	LARRY T	\$ (205.00)	COFFEE POT
11/18/2023	4993	LARRY T	\$ (105.00)	REFRESHMENTS FOR SPECIAL EVENTS
11/18/2023	4994	MARIO A	\$ (15.99)	ZOOM ACCOUNT

Total Outstanding Checks/Deposits \$ (3,499.96)

**Adjusted Cash Balance at 11/30/2023** **\$ 5,972.89**

**CASH FLOW MONIES TO THE REGION (any amount above \$3500)** **\$ 2,472.89** ALSO INCLUDE \$279.23 DONATION FOR MONTH OF NOVEMBER

**NOTE: Overlapped Items from last month report- CHECK NUMBERS And Deposit Above MARKED WITH AN ASTERIX WERE NOT INCLUDED IN AUGUST BANK STATEMENT**

**Please Make Checks or Money Orders out to the Baltimore Area**

**CashApp: \$BASCNA**

**EARMARKED/BUDGETTED**

M.A.R.L.C.NA - Once a Year (JANUARY)  
BASC CHAIR  
RCM  
ALT RCM

Per Motion voted October 2023 the costs of  
registration, hotel rooms, and travel expenses (gas)  
are fully covered  
Upon documentation  
Upon documentation  
Upon documentation

SPECIAL EVENTS PRUDENT RESERVE; BASC Guidelines, Article XIV, Bullet 10, & October 2023 Motion	(\$2,000)
AREA PRUDENT RESERVE	(\$1,500)
TOTAL AREA PRUDENT RESERVE (ARTICLE XIV BASC GUIDELINES)	(\$3,500)

In Loving Services  
*Mario A*





00002989 MHBMDA110123055207 01 000000000 0003366 003  
BALTIMORE AREA SERVICES OF N/A  
217 N WARWICK AVE  
BALTIMORE MD 21223-1416

## Customer Service Information

Tier One Support: 1-888-229-1070  
 Contact Us By Mail: 25 W. Fayette St  
Baltimore MD 21201  
 Website: www.theharborbank.com  
 Email us: [estatementssupport@theharborbank.com](mailto:estatementssupport@theharborbank.com)

## IMPORTANT MESSAGE(S)

Our privacy policy informs you how we collect, share, and protect your personal information. Our policy has not changed, and you may review our policy and practices with respect to your personal information at [www.theharborbank.com](http://www.theharborbank.com) or we will mail you a free copy upon request if you call us at 410-528-1800.

## NOW - NON-PERSONAL

Account Number: XXXXXX8015

Account Owner(s): BALTIMORE AREA SERVICES OF N/A

### Balance Summary

Beginning Balance as of 10/01/2023	\$4,249.64
+ Deposits and Credits (6)	\$2,407.10
- Withdrawals and Debits (7)	\$1,939.59
Ending Balance as of 10/31/2023	\$4,717.15
Service Charges for Period	\$0.00
Average Collected for Period	\$4,942.00
Minimum Balance for Period	\$4,249.00

### Earnings Summary

Interest for Period Ending 10/31/2023	\$0.21
Interest Paid Year to Date	\$0.95
Annual Percentage Yield Earned (APYE)	0.05%
Average Balance for APYE	\$4,947.29
Number of Days for APYE	31

## DEPOSITS AND OTHER CREDITS

Date	Description	Deposits
Oct 03	CASH APP/* CASH APP BALTIMORE AREA NA	309.15



# Mobile Banking

Convenient banking from your mobile device.

Mobile Apps  
Text Banking  
Mobile Website



## CHANGE OF ADDRESS

NAME: \_\_\_\_\_

NEW: \_\_\_\_\_

Street and Number

City

2240

Zip Code

TYPE OF ACCOUNTS MAINTAINED AND ACCOUNT NUMBERS:

☐ Checking

☐ **Installment Loan**☐ Safe deposit box (# \_\_\_\_\_)☐ Savings☐ Certificate☐ Other (describe below)

## SPECIAL

**INSTRUCTIONS:**

Date: \_\_\_\_\_ Authorized Signature \_\_\_\_\_

CUT ALONG BROKEN LINE AND MAIL OR TAKE TO BANK

## RECONCILEMENT FORM

[illegible]

## WORK SPACE

Please examine immediately and report if incorrect.

If no reply is received within 60 days the account will be considered correct.

**IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS**

Telephone or write us at the telephone number or address located on the front of this statement as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

(1) Tell us your name and account number (if any).

(2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.

(3) Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days (or more than 20 business days for an error occurring within 30 days after the first deposit was made to the account) to do this, we will recredit your account for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

**YOUR DEMAND DEPOSIT LOAN ACCOUNT SUMMARY OF RIGHTS IS OUTLINED BELOW**

This is a summary of your rights; a full statement of your rights and our responsibilities under the Federal Fair Credit Billing Act will be sent to you both upon request and in response to a billing error notice.

Your Demand Deposit Loan Account is operated in conjunction with your Demand Deposit Account. Any charges for your checking account will be made to the Demand Deposit Account and they will be the same charges as are made for Demand Deposit Accounts not operated in conjunction with Demand Deposit Loan Accounts. The following information thus applies only to loans made to you under your Demand Deposit Loan Account line of credit.

**IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR DEMAND DEPOSIT LOAN**

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us on a separate sheet at the address located on the front of this bill as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights. In your letter, give us the following information:

(1) Your name and account number.

(2) The dollar amount of the suspected error.

(3) Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are unsure about.

You do not have to pay any money in question while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. While we investigate your question, we cannot report you as delinquent or take any action to collect the amount you question.

We figure a portion of the FINANCE CHARGE on your Demand Deposit Loan Account by applying the "average" daily periodic rate(s) to the "Daily Balance" of your account for the billing cycle. To get the "Average Daily Balance" we take the beginning balance of your account each day, add any new advances, and subtract any payments or credits and unpaid FINANCE CHARGES. This gives us the daily balance.

The minimum periodic payment required is shown on the front of this bill. You may pay off your Demand Deposit Loan Account loan balance at any time, or make voluntary additional payments. Payments shall be applied, first to any unpaid FINANCE CHARGES, and second to the principal loan balance outstanding in your Demand Deposit Loan Account. Periodic statements may be sent to you at the end of each billing cycle showing your Demand Deposit Loan Account loan transactions.

Send payments and inquiries to address shown on front of bill.

NOTE: Payments received after close of business shall be deemed received on the following business day for purposes of crediting your account.

### CHECK 21 NOTIFICATION

If you request the return of your original checks you may receive a "Substitute Check" in response. The Substitute Check is the legal equivalent of an original check and you have rights that apply when you believe, in good faith, that a Substitute Check was not properly charged to your account. Contact your branch or call the number on the front of this statement to request a Check 21 disclosure.

**IMPORTANT:** Every statement should be checked with your own records. If no errors are reported within 60 days, your account will be considered correct.





### DEPOSITS AND OTHER CREDITS (Continued)

Date	Description	Deposits
Oct 04	DEPOSIT	55.00
Oct 10	DEPOSIT	566.24
Oct 10	DEPOSIT	801.50
Oct 17	CASH APP/* CASH APP BALTIMORE AREA NA	675.00
Oct 31	INTEREST PAID	0.21

### CHECKS PAID

\* Indicates a Skip in Check Number(s)

Date	Check No.	Amount	Date	Check No.	Amount	Date	Check No.	Amount
Oct 06	4975	350.00	Oct 16	*4979	100.00	Oct 25	*4984	600.00
Oct 10	4976	140.00	Oct 16	*4981	15.99	Oct 24	*4987	110.00
Oct 16	4977	623.60						

### FEE RECAP

	Total For This Period	Total Year-to-Date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Item Fees	\$0.00	\$35.00

### DAILY BALANCE SUMMARY

Date	Balance	Date	Balance	Date	Balance
Oct 03	4,558.79	Oct 10	5,491.53	Oct 24	5,316.94
Oct 04	4,613.79	Oct 16	4,751.94	Oct 25	4,716.94
Oct 06	4,263.79	Oct 17	5,426.94	Oct 31	4,717.15



## CHECK IMAGES

HB | HARBOR BANK Checking Deposit DDADEP

Customer: BALTIMORE AREA SERVICES OF N.A.

Date: 10/04/2023 Drawer #: 201 Seq #: 33 Item Seq: 585000113850

Amount: \$ 55.00

10/04/2023 Check 0 \$55.00

HB | HARBOR BANK Checking Deposit DDADEP

Customer: BALTIMORE AREA SERVICES OF N.A.

Date: 10/10/2023 Drawer #: 502 Seq #: 30 Item Seq: 945000095510

Amount: \$ 566.24

10/10/2023 Check 0 \$566.24

HB | HARBOR BANK Checking Deposit DDADEP

Customer: BALTIMORE AREA SERVICES OF N.A.

Date: 10/10/2023 Drawer #: 502 Seq #: 31 Item Seq: 945000000540

Amount: \$ 801.50

10/10/2023 Check 0 \$801.50

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 09/23/23

Mr. James Woodson

Three Hundred Fifty Two

FOR DJ Spaul Evans

4975

10/06/2023 Check 4975 \$350.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 10/06/23

Leon Thornton

One Hundred Forty

FOR Beverages SE

4976

10/10/2023 Check 4976 \$140.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 10/07/23

Free State Region

Six Hundred Twenty Three

FOR Baltimore area

4977

10/16/2023 Check 4977 \$623.60

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 10/13/2023

Mario Adrien

One Hundred

FOR Refreshments for Assembly

4979

10/16/2023 Check 4979 \$100.00

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 10/13/2023

Mario Adrien

Fifteen

FOR Zoom Account

4981

10/16/2023 Check 4981 \$15.99



THE  
**HARBOR BANK**  
OF MARYLAND

25 W. Fayette Street • Baltimore, MD 21201  
Return Service Requested

Account Number XXXXXX8015  
Statement Date 10/31/2023  
Statement Thru Date 10/31/2023  
Page 4

## CHECK IMAGES (Continued)

4984

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 10/21/2023

Pay to the order of Larry Thornton \$ 600<sup>00</sup>

Six Hundred & 00/100

**HARBOR BANK**  
OF MARYLAND

FOR DJP (Canadian Sit Back Take Boy) Shanta Steward

#004984# #052001772# #2100048015#

10/25/2023 Check 4984 \$600.00

4987

BALTIMORE AREA SERVICES OF N.A.  
217 N. WARWICK AVE.  
BALTIMORE MD 21201

DATE 10/21/2023

Pay to the order of Larry Thornton \$ 110<sup>00</sup>

One Hundred & 00/100

**HARBOR BANK**  
OF MARYLAND

FOR Refill - only SE Shanta Steward

#004987# #052001772# #2100048015#

10/24/2023 Check 4987 \$110.00

00002989 0006141 0004-0004



## Fwd: Good day Baltimore area. I would like to thank the area for allowing...

---

From: Kia B (bankskial@gmail.com)

To: bascwebservant@yahoo.com

Date: Sunday, December 3, 2023, 09:17 AM EST

---

Kia

Begin forwarded message:

**From:** Roger Jones <roger.jones62@icloud.com>

**Date:** December 2, 2023 at 8:49:04 AM EST

**To:** Kia B <bankskial@gmail.com>

**Subject:** Good day Baltimore area. I would like to thank the area for allowing...

Good day Baltimore area. I would like to thank the area for allowing me to serve in the position as RCM 1. It was a wonderful and challenging experience. I am truly grateful. I am looking forward to new challenges and experiences, serving as the area Chairperson. Thank you for the opportunity to be of service.

RCM 1  
Roger J.

Sent from my iPhone

## November 2023 Baltimore Area RCM report

---

From: Andre Rhyne (andre.rhyne@yahoo.com)

To: bascwebservant@yahoo.com

Date: Thursday, November 30, 2023, 06:43 PM EST

---

**Season's Greetings Everyone,**

**This is the RCM report for November 2023.**

**November being an off month, means that no Area RCM's or Regional Subcommittees issued any reports.**

**The meeting was held November-11-2023 @1:00pm at the FreeState Regional Service Center & all Areas except the Westside & East of the Bay were present. as all Subcommittees were excused.**

**Our Regional Delegate John W. gave his report stating, that after 30 years, the World Convention will be returning to Washington DC August 29th - September 1st, 2024.**

**The convention is scheduled to go on sale the last quarter of this calendar year. Members will be kept informed through the NAWS Update e-mails.**

**John also spoke about the FreeState Region will host the 2-day Autonomy Zone event in January.**

**FREESTATE REIONAL SERVICE  
CENTER**

**Frank D. gave the FreeState Regional Service Center financial report, stating that things have really picked up since the pandemic began.**

**Literature Sales for September - 2023 =  
\$36,074.63 Bank Balance**

**as of - October-25-2023 = \$83,745.08**

**Savings Account as of October-25-2023 =\$594.72**

**Time Account as of October 25 - 2023 =\$20.289.74**

**All ov the above information can be found on the FreeState Region's Website @fsrna.org**

**GRATEFUL TO  
BE OF SERVICE,**

**Andre R.**

December 2, 2023

## **Baltimore Area Hospital & Institutions Subcommittee End of the Year Report**

Greetings BASC Family~

Before ending the 2023 Service Year H & I subcommittee would like to share our end of the year status with you.

Thank you GSR's for your vote of confidence as the Baltimore Area H&I Chair for the Baltimore Area and fulfilling our service commitment to introduce NA message to potential addicts who do not have access to regular NA meetings.

We continued to participate in all the roles and responsibilities assigned to the H & I subcommittee. Some of those included: Monthly BASC meetings, BASC Executive meeting 2x a month, Ad hoc meeting, BASC Public Relations subcommittee monthly meeting, in cooperation and collaboration with the BASC Special Events subcommittee and BASC PR subcommittees for about 6 months of the 2023 service year on attracting members to service by a service presentation monthly, Regional H&I subcommittee monthly virtual meeting, created subcommittee monthly agenda's, as well as added a portion of our subcommittee meeting for input in the yearly revision of Baltimore Area H&I policy, H&I Basics survey completed by the subcommittee with a due date of March 2024 through an amended Freestate Region motion through the CAR (Conference Agenda Report), develop of a proposed budget which was approved in the amount of \$1,065, we spent mostly on literature and continued subcommittee meetings virtually through this service year 2023, we've continued to physically share our NA message to all the facilities that we've maintained relationship with and have continued to included several new facilities while continuing to address adding additional facilities to building our commitment to carrying the NA message. Some of these relationships include the following facilities:

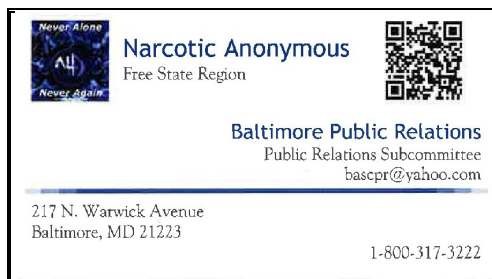
Bayview Detox Coed (every Wednesday 8-9 p.m.) CMDs Women (Clinical Management Development Services) every Sunday 4-5 p.m., David's Loft Coed Treatment (every Sunday 7-8 p.m., Gaudenzia Coed Treatment (Tuesday and Friday 7-8 p.m. Woodland Men Longtime Treatment (Tuesday and Thursday 7-8 p.m., Northwest Behavior Health Units (every Tuesday 7:30-8:30 p.m. COED Treatment), Passionate Hands Treatment Coed (every Tuesday 12 Noon), \*Phoenix Behavioral Health Detox (Coed every Monday 6:30-7:30 p.m.), Turke House Treatment (2 meetings every Wednesdays' and Saturdays' 7-8 p.m.

I've been nominated by the subcommittee and have accepted the nomination to continue to serve as BASC H & I Chair for the incoming 2024 Service Year.

Loving the opportunity to serve side by side with other recovering service junkies willing to share and give away what's been freely shared and given to them.

The BASC H&I Subcommittee





## BASC Public Relations Subcommittee Report

December 2, 2023

Good afternoon, Baltimore Area Service,  
Executive Committee Members, and  
Group Service Representatives (GSRs) –

### ❖ WCNA 38

- ❖ The latest information on the NA.org website regarding the 2024 Convention in DC is as follows:

#### **Get Ready for the Grandest World Convention Yet!**

Mark your calendars! After nearly three decades, the 38th World Convention is set to make a grand return in Washington, DC, from 29 August to 1 September 2024. The convention will be centered at the Walter E Washington Convention Center, located at 801 Mt. Vernon Pl., Washington, DC 20011.

While we're ironing out the specifics, rest assured that registration and hotel sales will commence before the year's end. We understand your eagerness, particularly regarding hotel accommodations. **Note that early individual bookings might be at rates higher than our special hotel package deals, and such reservations likely will not qualify for our room blocks or discounts.**

\*\*\*

- I. Regular Subcommittee meetings are held on the 4<sup>th</sup> Monday of each month on Zoom at 6 pm.
- II. **New Meetings:**
  - i. **Rising From the Bottom:** Fridays at 12:00 pm, 5616 Park Heights Avenue. This will be a “beginners meeting” with Open Discussion and Steps 1-3, as the initial format. A new group representative is expected to be present at the November Area meeting to introduce the group to the GSRs. Contact: Sharon C. 443-447-6456.
  - ii. We received a request for a new meeting for a community meeting at the **Beyond Health Care Program**, located at 326 St. Paul Street. Follow-up TBD. Contact: Phyllis 443-804-8780 and Yolanda 410-961-1967.
  - iii. H&I Meeting Requests:
    - 1. Phoenix Behavioral Health. This meeting has been for the in-patient program located at 3802 Rogers Avenue, 6:30 on Mondays
    - 2. **Beyond Health Care – pending follow up. 326 St. Paul Street.**

III. **Upcoming Events:**

- a. February 2024 University of Maryland Dental School presentation.

Gratefully–In Service,

s/ Miles M.

Miles M.

Chair, BASC Public Relations Subcommittee



**BALTIMORE AREA SERVICE COMMITTEE OF N.A.  
WEB-SERVANT  
217 N. WARWICK AVENUE  
BALTIMORE, MD. 21223**

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December 2, 2023

**PHONELINE REPORT FOR NOV 2023**

Greeting to all,

I'd like to thank once again everyone for their service. We had less rejected calls for November. If you look at the yap report the names and area are listed next to the numbers. Please contact your people if they are rejecting excessive numbers of calls. We will soon have a big uptick in calls now that they officially announced the venue for the world convention 2024. I still haven't seen anything on the presale registration yet. We need to make sure the volunteers are willing and properly trained. Please make sure they know that they can reach out to you for help as you can all reach out to me.

**TOTAL CALLS- 127**

**TOTAL REJECTED- 29**

**VOICEMAIL- 17**

**ACTUAL MISSED- 12**

**PERCENTAGE MISSED- 10.5%**

I REALLY COULD USE SOME HELP IF SOMEONE IS AVAILABLE. I'M BACK TO WORK 6 DAYS A WEEK 1.5 HRS FROM MY HOME. KRISTINA M. HAS A NEW BABY AND IS QUITE BUSY. I NEED SOME ONE TO TRAIN BRENDAN THE NEW CHAIR FROM OG AND TO TRAIN SHANNA FROM SW. IS THERE ANYONE ABLE TO HELP WITH THAT? KRISTINA OR MYSELF CAN GIVE YOU OUR ZOOM ROOM FOR THE TRAINING AND I'LL SEND YOU EVERYTHING YOU NEED.

**\*\*\*\*\*OPEN SHIFTS\*\*\*\*\***

Day	Shift
Mon	M 1PM-5PM
Tues	M-T Overnight 11PM-730AM
Tues	T 5PM-8PM
Wed	T-W Overnight 11PM-730AM
Wed	W 7:30AM-1PM
Thurs	W-T Overnight 11PM-730AM
Thurs	Th 1PM-5PM
Fri	Th-F Overnight
Fri	F 7:30AM-1PM
Fri	F 1PM-5PM
Fri	F 1PM-5PM
Sat	Sat 5PM-8PM

93 OF 105 SHIFT POSITIONS ARE FILLED  
**FRI 1PM-5PM IS CRITICAL**

I've attached the newest version of our phonline handbook and NA phonline basics. I give these to all volunteers that I train in my area ( printed and emailed)

Please let me know if you need anything else. I know a few of us have area service today and have to get our reports completed. I got this out as soon as I could. Hopefully I didn't delay anyone too badly.

-- Chuck S.

202-905-4519

Event Time	Event
2023-12-01 21:08:14-05:00	Volunteer Search
2023-11-30 16:52:24-05:00	Volunteer Search
2023-11-30 10:27:23-05:00	Volunteer Search
2023-11-29 16:40:59-05:00	Volunteer Search
2023-11-29 15:32:31-05:00	Volunteer Rejected Call
2023-11-29 15:32:30-05:00	Volunteer Rejected Call
2023-11-29 15:31:59-05:00	Volunteer Search
2023-11-28 18:56:51-05:00	Volunteer Search
2023-11-28 16:07:55-05:00	Volunteer Search
2023-11-28 12:15:24-05:00	Volunteer Search
2023-11-28 10:20:05-05:00	Volunteer Search
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2023-11-26 03:58:12-05:00	Volunteer Search
2023-11-26 00:35:44-05:00	Volunteer Rejected Call
2023-11-26 00:35:11-05:00	Volunteer Search
2023-11-25 19:52:53-05:00	Volunteer Rejected Call
2023-11-25 19:52:25-05:00	Volunteer Search
2023-11-25 19:47:38-05:00	Volunteer Rejected Call
2023-11-25 19:47:09-05:00	Volunteer Search
2023-11-25 15:45:00-05:00	Voicemail
2023-11-25 15:44:49-05:00	Volunteer Rejected Call
2023-11-25 15:43:56-05:00	Volunteer Search
2023-11-25 13:45:13-05:00	Voicemail
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2023-11-25 13:35:36-05:00	Volunteer Rejected Call
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2023-11-25 12:24:57-05:00	Volunteer Search
2023-11-25 09:29:41-05:00	Volunteer Search
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2023-11-03 08:04:16-04:00	Volunteer Search

TOTAL CALLS - 127

REJECTED CALLS - 29

VOICEMAIL - 17

ACTUAL MISSED - 12

PERCENTAGE - 10.5%

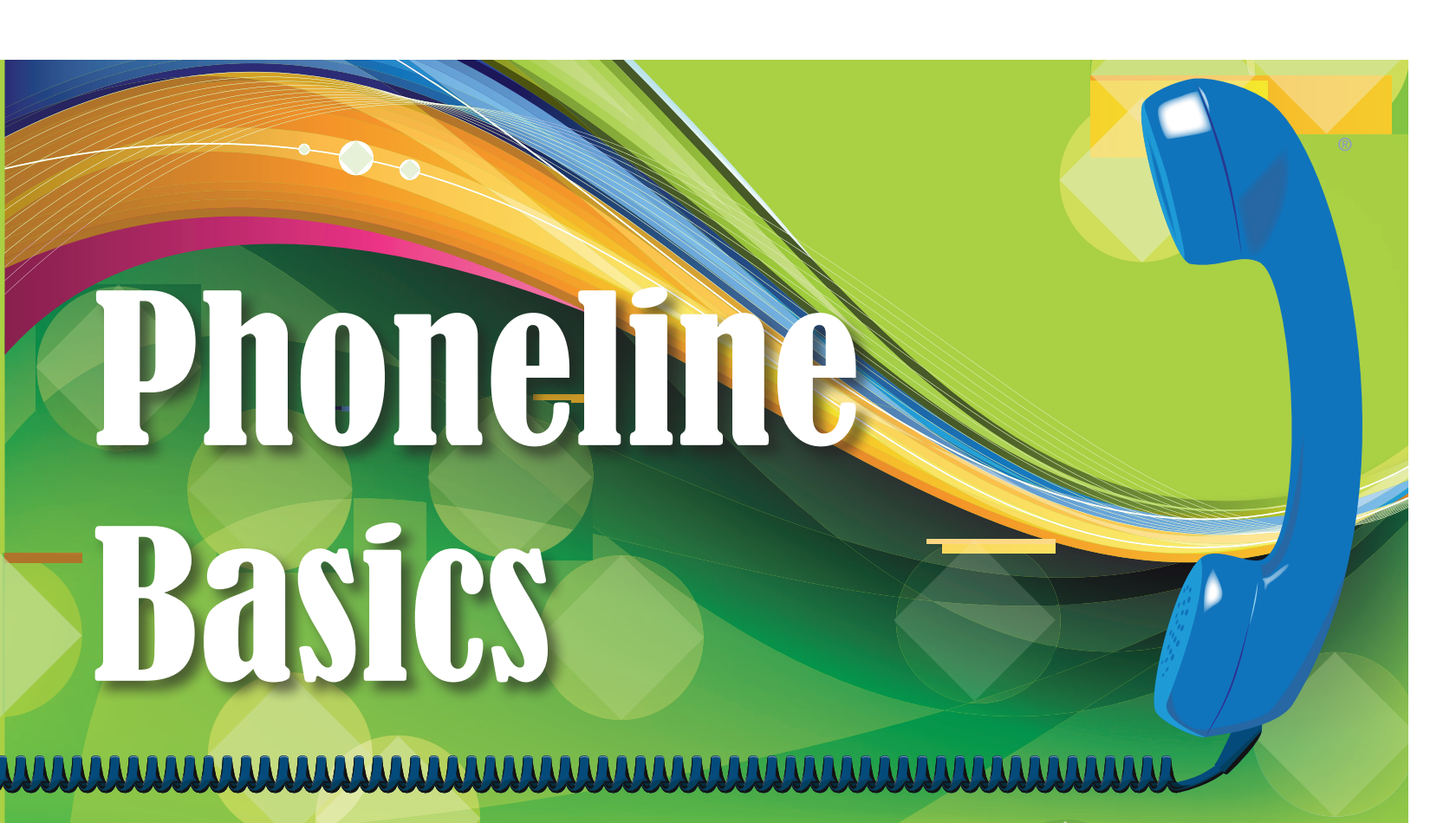


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# Phoneline Basics

A call to an NA phoneline, also known as a helpline, may be someone's first interaction with Narcotics Anonymous. These calls are vital; a phoneline call can make a major difference in whether or not an addict makes it to an NA meeting. We need to respond to callers in a way that makes them feel like they matter. We can encourage volunteers to bring their experience and their public relations awareness to this important service opportunity.

This resource outlines ways a service body can evaluate its resources, choose a helpline provider, train and prepare helpline volunteers, and coordinate services in a way that makes local helplines more successful.

## Key topics

- Phonelines & Core PR Principles
- Planning and Preparation for Service Bodies
- Discussing and Addressing Known Challenges
- Putting Your Plan into Action
- Resources



# PHONELINES & CORE PUBLIC RELATIONS PRINCIPLES

## Cooperation, Not Affiliation

Helpline teams contribute to building relationships with people and organizations outside of NA. These include groups that regularly encounter addicts such as law enforcement, advocates for the homeless, and social welfare organizations that have an interest in helping addicts to live drug-free. Our cooperation with other organizations demonstrates that NA is a viable program of recovery as they raise NA's profile in the community.

We take care to align our actions with the guidance of our Traditions. By focusing on our primary purpose, we foster unity and harmony with each other and the community around us. Acting according to our principles helps instill public confidence in the effectiveness of the NA program. This makes it more likely that members of other community groups will share the local NA helpline number with potential members.

### Questions to consider:

- How might cooperation with outside organizations be an asset when operating a helpline?
- What cooperative actions can committees and groups take to increase access to the helpline number?

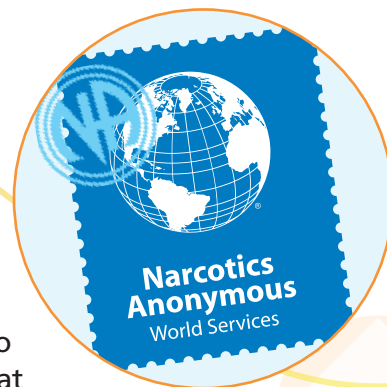
## Attraction

Our actions speak powerfully to potential members, to professionals, and to the public. When we provide reliable, responsible, and consistent helpline services, we demonstrate our program of recovery in action. Small but consistent actions build our reputation, so it's important that our phonelines operate as intended.

Offering a helpline number obliges us to make sure each call is answered, whether by an NA volunteer, an answering service, or an automated system. The important thing is that callers learn they can count on us and know that we care. We respond to messages promptly and return calls requesting help or information about NA. In all of these ways and many others, our helpline services provide opportunities to attract the addict who still suffers to our meetings.

### Questions to consider:

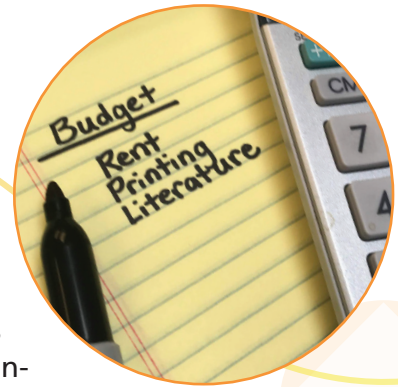
- Are helpline volunteers trained to carry a clear, concise message for Narcotics Anonymous?
- How can we make helpline service an attractive NA commitment?
- How can technology support our efforts to be reliable and consistent?





# PLANNING AND PREPARATION FOR SERVICE BODIES

As with other aspects of NA service, form should follow function in phonline service. Service bodies often start by evaluating the needs of the geographic area and the resources of the local NA community. This kind of inventory will help you determine which service provider might be the best fit. The following section focuses on ways to assess the service body's resources and how to train volunteers. Ideas for how to choose a service provider are covered later in this resource.



## Financial and Human Resources

Consistent and reliable phonline service helps us develop and maintain positive relationships with the public. With that in mind, service bodies often start planning for phonline services by assessing their resources, both financial and human. Understanding our resources is important in planning phonline services.

*Most projects depend as much on ideas, information, conscience, and members' time and willingness as they do on money. If we have the funds needed to carry out a project but lack the time or ideas, we'd best wait until we've gathered all the needed resources before proceeding. If we don't, we will have wasted NA service funds.*

*Twelve Concepts for NA Service,  
Concept Eleven*

The service body will want to look at its budget to determine what they can realistically afford. Trusted servants will want to evaluate the service body's long-term financial ability before shopping for a service provider. This will allow the service body to select a phone service package that fits its budget for the long haul.

Assessing available human resources will also help to determine what kind of phonline service provider best suits your NA community. A service body that is financially healthy but lacks willing trusted servants may choose to enlist help from a professional answering service. A service body with a larger pool of trusted servants may decide that a call-forwarding option will work best for them.



*In some cases, it's difficult or impossible to accomplish service tasks solely with members serving on a voluntary basis. Phonline service is a common example: We want to ensure that addicts seeking help have a chance to talk to NA members, but many communities contract with an outside company to ensure that calls are always answered and properly forwarded....We contract for those services we need to ensure that addicts seeking help can reach us.*

*Guiding Principles: The Spirit of Our Traditions,  
Tradition Eight*

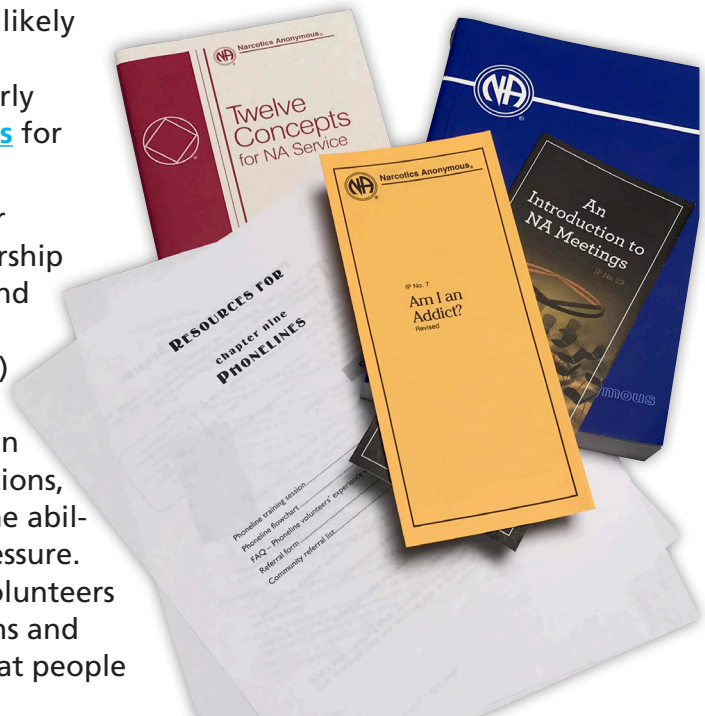
*“Flexibility and creativity can help a service body to expand the pool of willing volunteers.”*

We can also think about ways to make serving on the helpline more attractive to more members. Flexibility and creativity can help a service body to expand the pool of willing volunteers. Some phone service packages make it possible for members to serve on the go or from the privacy of home. Two- or three-hour time slots may be more appealing to members than longer shifts. Using the service body website to sign up for phonline slots can also encourage members to be of service. Committees may benefit from discussing these and other options as ways to attract helpline volunteers.

## Training and Preparing Trusted Servants

When considering how to train and prepare phonline volunteers, it’s helpful to look at who calls our phonelines: addicts (both potential members and current NA members), nonaddicts, family members and loved ones, and professionals. Our training and preparation can work to address the opportunities and challenges that arise with each of the above audiences. The following checklist can help a service body develop training that inspires phonline volunteers to help addicts find an NA meeting and to provide information about NA:

- Responsiveness is a key principle for phonline service. This means that trusted servants are trained to engage with callers in a sensitive, appropriate, and helpful manner.
- Training for phonline service will include all those who represent NA on the helpline: trusted servants, special workers (if there is a service body office), and employees of an answering service (if one is used). The service body can schedule continual and ongoing training.
- The service body can require that volunteers attend an initial hands-on training. This training can be supported by a written document of the service body’s expectations of phonline volunteers.
- An ongoing training program might provide NA literature (such as the *Am I an Addict?* pamphlet), discuss NA principles, practice mock phone calls, and offer presentations to new volunteers by more experienced members. Once trained, volunteers can be provided with basic materials such as a brief description of NA, updated meeting lists, and community referral phone numbers (see Referral section).
- Employees of an answering service would most likely benefit from a current meeting schedule and a short, one-page training handout that is regularly updated. (Visit [www.na.org/phonelineresources](http://www.na.org/phonelineresources) for an example.)
- The service body may want to identify particular qualities of an ideal phonline volunteer. Leadership qualities such as integrity, the ability to listen, and sound judgment (see the Concept Four essay in *Twelve Concepts for NA Service* for more details) are essential in providing phonline service. Other qualities relevant to helpline service are an understanding of the importance of public relations, the ability to relate well to other people, and the abilities to communicate and to stay calm under pressure. These traits are important because phonline volunteers often have to perform in high-pressure situations and because they are likely to be the first contact that people have with NA.





- Volunteer guidelines that address issues such as avoiding or explaining NA jargon (such as “it works when you work it,” “home group,” “get a sponsor”), how to get volunteer time slots covered, and how to respond reliably to requests from the public will help support trusted servants in their commitment.
- Volunteers can be trained to use NA literature to present an accurate and positive message of recovery as well as to clarify that the NA program is separate from treatment centers or other twelve-step programs.
- Volunteers could offer website information to callers in an effort to provide the caller with literature to read about NA recovery. Additionally, callers seeking meeting information may be offered the mobile meeting app.
- Committees will want to establish a cleantime requirement for volunteers in light of available human resources. A strong training program will prepare members for this kind of service, even those who haven’t been clean for long.
- Phonline volunteers need to be instructed to make no commitments on behalf of service bodies or the NA Fellowship as a whole. If a professional or member of the public contacts an NA helpline, volunteers should provide as much information about NA as they can, solicit information from the public contact, and follow up with the appropriate trusted servant such as a committee chairperson or the service body’s media contact person.
- The committee needs to train phonline volunteers on how to handle difficult calls, such as calls from addicts who are under the influence of drugs, prank calls, and calls from those who suffer from mental illness. One strategy is to continually bring the conversation back to how the caller can get to an NA meeting and end a problem call before the situation escalates.
- The committee can be prepared to quickly respond to a variety of phonline calls made by the public, including simple requests for information or calls made about problems created by the behavior of NA members.
- If phonline volunteers receive a call from a person in crisis, they should be very clear about their limitations; phonline volunteers are not counselors or crisis workers. Threats to commit suicide, a drug overdose, or talk about being a victim of violence are all examples of crisis calls. Refusing to refer such callers to qualified outside crisis agencies or police could have legal implications, depending on local laws. In any case, individuals in crisis should contact someone better positioned to help. See the referral section below for more information about referring callers to outside organizations.



*The purpose of our services is to help the fellowship fulfill its primary purpose: to carry the message to the addict who still suffers. Honest, open, straightforward communication is essential to both the integrity and effectiveness of the NA service structure.*

*Twelve Concepts for NA Service,  
Concept Eight*

## DISCUSSING AND ADDRESSING KNOWN CHALLENGES

### Meeting Recommendations

NA is frequently contacted by potential members and professionals looking for meetings they believe will allow for identification. Many volunteers have been faced with the question: Do you know a meeting that would help this person? We know that our Traditions encourage a spirit of anonymity and that anonymity allows us to meet equally as addicts. Yet we also know that first impressions count and that the principle of attraction is important to an addict's ability to hear the NA message, we can stop using, lose the desire to use, and find a new way to live. Trusted servants can respect callers' requests and recommend meetings where they are likely to find addicts with whom they may identify. We do not, however, automatically assume that because someone is of a certain age, gender, ethnicity, or sexual identity, they will want a meeting recommendation.

Service bodies will probably want to discuss this issue and implement guidelines for how to recommend NA meetings to callers. Some service bodies have common needs meetings in which the group serves the needs of a specific population in that service body, such as young people's meetings, women's and men's meetings, and so forth. These groups make it easier for a service body to make meeting recommendations.

*"... we also know that first impressions count and that the principle of attraction is important to an addict's ability to hear the NA message."*

If there are no common needs meetings in a service body but there are meetings where, for example, a larger population of young people regularly attends, then phonline volunteers can suggest these meetings to a caller asking for a recommendation. This may allow potential members to more easily identify and connect with NA. In making these recommendations, phonline volunteers can explain that many NA members feel a sense of unity within a very diverse fellowship,

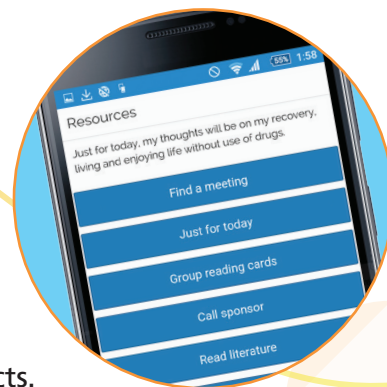
making it clear at the same time that any addict can attend any meeting regardless of how it is listed in the schedule; for example, in a young people's meeting, there may be older members there.

### Twelfth Step Calls

Step Twelve's call for us to "carry this message to addicts" is at the heart of phonline service. Phonline volunteers emphasize getting potential members to meetings because, as the Basic Text states, "The group is the most powerful vehicle we have for carrying the message." On occasion, a caller may require an extended conversation; that, too, is a chance to practice the Twelfth Step.

Another way we might practice the Twelfth Step involves making arrangements for members to pick up a caller and take him or her to a meeting. We carry NA's message through these Twelfth Step calls. These can be a very rewarding service experience that gives members the opportunity to make a newcomer feel welcome.

The service body has the responsibility to ensure that volunteers are willing and trained to do Twelfth Step calls. The most important concern is that NA members remain safe. Before training volunteers to respond to Twelfth Step calls, the service body should discuss and determine its policy on these calls. For example, in some urban locations it might be more convenient to use public transport instead of a car, so instead of giving a ride a helpline trusted servant might provide clear



directions on how to get to the nearest subway station and then another volunteer could meet the newcomer there. The following points can help service bodies consider how to create guidelines for responding to Twelfth Step calls:

- A Twelfth Step call can mean that two or more addicts provide a ride to an NA meeting or that volunteers simply talk with the caller, helping the potential member get to a meeting on their own.
- Trusted servants need to understand that any romantic or sexual overtures are inappropriate when performing Twelfth Step calls or when representing NA in any fashion including on the phonline.
- When possible, members should meet those requesting a ride to a meeting in a public place.
- In some service bodies, phonline volunteers do not perform Twelfth Step calls. Instead, there is a Twelfth Step call list containing the contact information of members who have volunteered to respond to Twelfth Step requests.
- Due to the likelihood of being exposed to drugs and addicts who are under the influence of drugs, some service bodies require those who make Twelfth Step calls to have a minimum of five years clean.
- The service body will need to discuss what is appropriate for trusted servants performing Twelfth Step calls. A service body may decide to create guidelines for the variety of requests often received during Twelfth Step calls (such as a ride to a meeting or to a detoxification center after attending an NA meeting).
- The service body may want to choose volunteers who have service experience and who have gained the ability to be productive members of society. This may reduce the likelihood of incurring legal problems. Those members under legal constraints (such as parole or probation) are usually not appropriate for making Twelfth Step calls. A guideline that requires trusted servants to have current auto insurance may be another way to prevent legal problems.

*Our identity as a fellowship is founded in anonymity and selfless service, carrying the message one addict to another.*

*It Works: How and Why,  
Tradition Six*

## Referrals

Many phonline calls are from nonaddicts or potential members looking for services other than what NA provides. There may be liability issues, which vary from place to place, that make it important for us to offer emergency numbers at a minimum. Volunteers should keep a list of numbers to provide to callers in crisis, including numbers for those facing medical emergencies or contemplating suicide.

When asked about drug detoxification or treatment center referrals, we can provide a list of any and all locally available services. We don't give referrals to one specific treatment center or detox unit; that would cross the boundary of cooperation into an endorsement. In order to avoid any appearance of affiliation, we might provide a list of numbers of all local nonaffiliated referral agencies. In the United States, for example, the federal government's Substance Abuse and Mental Health Services Administration (SAMHSA) operates a national helpline.

*"Committees may choose to build relationships with other community organizations since we often share the goal of helping addicts live without the use of drugs."*

Service bodies may want to research what independent referral agencies serve their NA community, taking time to verify that the phone numbers are valid. Committees may choose to build relationships with other community organizations since we often share the goal of helping addicts live without the use of drugs.

Family members and loved ones of addicts frequently call our helplines. The service body can decide to provide numbers for Nar-Anon and Families Anonymous or other similar information. We don't recommend one program over another or offer our opinions about any of these programs; we simply provide contact information. Not providing this information can be harmful to our public relations and may spoil a chance for an addict to find NA. The service committee may want to create a document for trusted servants that describes why NA does not endorse or affiliate itself with outside organizations (see the sample at [www.na.org/phonelineresources](http://www.na.org/phonelineresources)). We provide contact information for other organizations in a spirit of cooperation.

## **Coordinating Services**

When thinking about how we coordinate phonelines, we can look at how best to structure and support these services. The service body may decide to delegate the responsibility of the phoneline to a coordinator, who is accountable to the service body. A phoneline coordinator could be responsible for gathering and training volunteers and planning guidelines for following up on any NA requests made through the phoneline.

Collaboration with other committees and service bodies can also help in the coordinating of phoneline services. Service bodies often work collaboratively with each other for support. In an effort to strengthen services, some service bodies organize multiple efforts into a single public relations committee. PR committees often include the helpline coordinator and volunteers, along with trusted servants focused on complementary efforts like the meeting directory and other public information work. These complementary efforts sometimes include H&I under what we refer to as the "PR umbrella."

Service bodies can share their best helpline practices with other service bodies. Committees from neighboring service bodies can share what is working—and what mistakes they've made—with their phonelines. A trusted servant who regularly checks the phoneline can report if the phoneline service is functioning properly. Malfunctions may have to do with the answering service, training methods, or a shortage of volunteers. Working cooperatively within the service body and/or with neighboring service bodies can help to strengthen the way the phoneline functions.

## **Cooperative Phoneline Services**

Some service bodies have created a single phoneline service to serve multiple NA communities on behalf of two or more service bodies. Such cooperative phoneline services allow neighboring service bodies to combine their resources and share the responsibility of providing helpline services. This usually eases the burden on the financial resources of the individual service bodies, since costs will be shared. This approach also offers the opportunity to recruit members from several NA communities, another benefit of the cooperative model.

There are some challenges with coordinating a single helpline for multiple NA service bodies. One of the biggest challenges is establishing a single point of accountability. It is important to decide issues such as who will pay the phone bill and who will coordinate volunteers. Training volunteers also can become slightly more challenging since members from multiple communities will need to be prepared to identify meetings and services in neighboring service bodies. To support this effort, some NA communities have elected to publish a cooperative meeting schedule that lists all meetings served by a shared phoneline. How callers experience multiple city or area telephone codes may also be a consideration.

## PUTTING YOUR PLAN INTO ACTION

### Choosing a Phoneline Service Provider

Choosing a phoneline service provider depends on the needs of the service body. Chapter Three of the *Public Relations Handbook*, "Effective Services," offers detailed information about assessing the needs of the service body. A service body may be financially healthy but lack human resources. Where that's the case, it may make sense to spend a little more on a phoneline system in order to offset a shortage in human resources.

As always, a service body will want to make a smart business decision when spending NA funds. One way to make an informed decision is to research the cost of various providers and evaluate how they might meet the service body's needs. For example, a service body might decide to accept collect calls, which may or may not be accepted by a service provider. A service body can list the costs with the various advantages, disadvantages, and total monthly cost in order to get a picture of their choices.

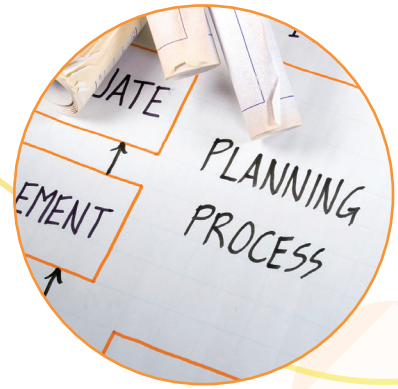
Because of the ever-changing nature of technology, the following list is not exhaustive but contains some examples of the types of phoneline services a service body may consider:

- NA members answering calls
- Call-forwarding services
- Answering machine or voice mail
- Customized caller response with live transfer option
- Professional answering services
- Voice over internet protocol (VOIP) providers that allow you to manage calls online
- Calls placed directly from the service body's website
- Toll-free and/or custom number
- Telecommunication Device for the Deaf (TDD) or Text Telephone (TTY)

Each of the options listed has various advantages and disadvantages, depending on a service body's human and financial resources. As technology changes, so will our phoneline options. What's important is for the service body to base its choice on a realistic assessment of its own abilities and needs. The following is an example of how a service body might determine the pros and cons of various phoneline options. This same process can be used for any type of phoneline service being considered by the service body.

*When we work to ensure the vitality of NA, we're not working just for ourselves  
but for those yet to join us.*

*It Works: How and Why,  
Tradition One*







## **NA Members Answering Calls**

### **Advantages**

1. Excellent ability to communicate with addict
2. Accurate information
3. Trained members handle calls

### **Disadvantages**

1. Requires major effort on part of ASC
2. Expensive
3. Reaching the majority within a geographic service body in local calling adds expense
4. Requires significant fiscal responsibility and liability for service body

Total Monthly Cost: \$\_\_\_\_\_

## **Answering Machine or Voice Mail**

### **Advantages**

1. Accurate information
2. Least expensive
3. Requires minimal effort on part of ASC

### **Disadvantages**

1. No ability to communicate directly with addict
2. Requires fixed location
3. Requires fiscal responsibility and liability for service body
4. An answering machine or answering service is usually checked every two or three days. The service body needs to be sure to indicate that in the recorded announcement.

Total Monthly Cost: \$\_\_\_\_\_

## Other Considerations

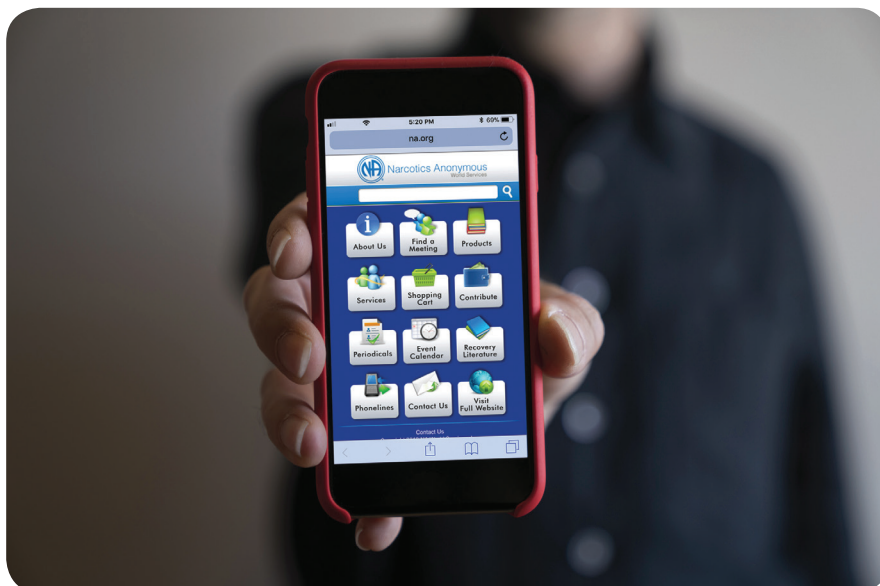
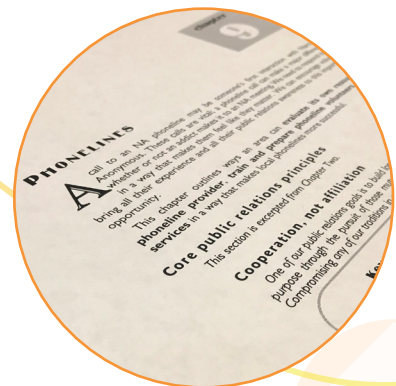
As you think about ways to get your helpline number to those who might need it, you might consider the following:

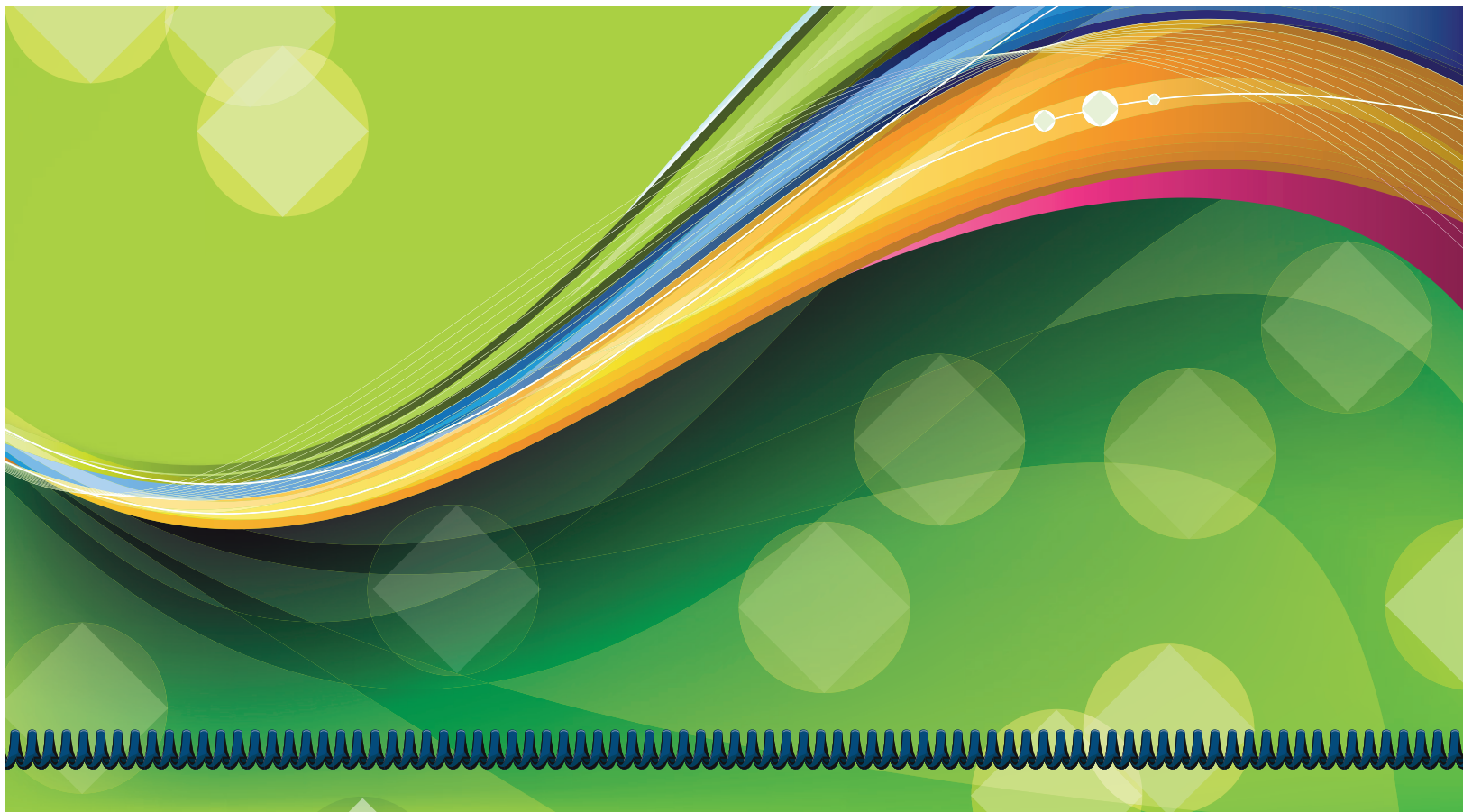
- When listing the phoneline number in a directory, be sure to use a geographical marker instead of or in addition to the service body's name. For example, instead of listing a phoneline as "The Biggest Heart of NA Service Body," use the city or town name. The names of our service bodies don't always communicate the geographical location of meetings to those outside of the program. We want those outside of NA to be able to locate the phoneline number in their community.
- Service bodies may decide to list the NA phone number in the community resource or crisis section of a telephone directory or online reference. Listing the NA phoneline in this section may require the service body to undergo a more extensive process, but can add credibility to NA as a community resource.

Strong phoneline services have a positive impact on our ability to effectively carry the NA message. They help us help addicts. Our phonelines are an opportunity to form cooperative relationships that may benefit potential NA members. In order to keep phonelines strong and working, service bodies often track how many newcomers got to NA through the helpline and perform an annual inventory of the service's effectiveness, reviewing technology, costs, and feedback from NA members. Our ability to respond to callers in a sensitive, caring, and helpful way can make a real difference in whether or not an addict gets clean and finds recovery in Narcotics Anonymous.

## Resources

For additional resources on phonelines, see Chapter Nine of the *Public Relations Handbook* and its resources, available at [www.na.org/phonelineresources](http://www.na.org/phonelineresources).





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Mississauga, Ontario

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Free State Region Hotline

800-317-3222

Volunteer Information Booklet

Revised 08/30/2023

## **INTRODUCTION**

### **First Interaction with Narcotics Anonymous**

A call to the NA Phonenumber may be someone's first interaction with Narcotics Anonymous. These calls are vital; this call can make a major difference in whether or not an addict makes it to an NA meeting. **We need to respond to callers in a way that makes them feel like they matter.** We can encourage volunteers to bring all their experience and all their public relations awareness to this important service opportunity.

## **PHONELINE VOLUNTEERS**

A Phonenumber volunteer is a member of Narcotics Anonymous whose primary objective is to answer phone calls from people who call our hotline and help the caller to the best of their ability. They will bring all their current knowledge of the local areas, give out meeting recommendations, coordinate twelve step calls, give out referrals to local services or just give someone some time and listen to the caller's needs.

A Phonenumber volunteer will probably be the first person that an NA member will be in contact with. The response and attitude of a volunteer can have a lasting impression on the caller. This is a service position of great responsibility. Experience has shown that the most successful phone line volunteer possesses certain assets and requirements:

These qualifications include:

- A minimum of 6 months clean time (however, this may vary from place to Place).
- Appropriate training (e.g., group orientation session, personal orientation, Etc.).
- A knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous.
- The willingness to serve.

### **Shift Volunteers Responsibilities**

- Shift volunteers must notify the area chair or the regional chair if they are going to miss the shift or change their phone number, 24hrs in advance or more.
- Shift volunteers who miss more than 40% of the calls in a month period will be removed from the phone line volunteer position.
- Shift volunteers that are on a shift must be available at the time of their shift.
- If you are looking up meeting or referring a web site, use the Free State web site: [freestatena.org](http://freestatena.org)

- When you answer the call press #1 to answer. Everyone on the shift rings at one time. You may hear a message that the call has already been answered. That doesn't count as a missed call.
- When you answer a call, be polite. Thank them for calling the phoneline. State your name and ask how you can assist them. We might be their first contact with NA. we want them to feel welcomed
- If you can't answer the call, ignore call:
- Never give out the name, address, or telephone number of any member of the NA Fellowship. Do not use last names, places of employment, etc.

### **HANDLING CALLS**

Upon receiving a call:

The first thing to determine is whether the caller is an addict seeking help.

- **Calls from Potential Newcomers:** Calls from potential newcomers are, of course, the most important calls received by a phone line volunteer. The volunteer provides a brief introduction of the NA program and explains, in general, what the caller can expect at a meeting.
- **Calls from NA members** are usually simple requests for meeting information. Most members readily understand the need to keep the phone line open for other callers.
- **Calls from non-NA members**, such as students, professionals, or community members are usually requests for general information about NA. These calls can be handled by:
  - o Telling the caller, that an informational packet is available, at an (1) Open NA Meeting, at the (2) Free State Regional Center (<https://www.fsrsc.com>) or (3) on our website ([www.freestatena.org/for-professionals](http://www.freestatena.org/for-professionals)).
- **Interested non-addicts** can also be referred to open meetings: [www.freestatena.org/meetings](http://www.freestatena.org/meetings)
- **If a caller requests a presentation**, special meetings, Literature, activities, etc.
  - o Refer them to the Public Relations Committee
  - o Either email the caller's contact info to [fsrnapublicrelations@gmail.com](mailto:fsrnapublicrelations@gmail.com), or give the caller the email address [fsrnapublicrelations@gmail.com](mailto:fsrnapublicrelations@gmail.com).
  - o Never make these types of commitments on your own.

### **Twelve Step Calls**

If the Phoneline volunteer feels the caller needs more help, they should refer to the local area twelve-step call lists. This is when a person needs to talk to someone at length, needs a ride to a meeting, or needs someone to go to their location.

- The phone line volunteer tells the caller that someone will contact them after this call.
- The phone line volunteer explains, to the caller, that all information is confidential.
- He or she asks them for their first name, their general location, and their phone number.
- The phone line volunteer also makes a note of any other pertinent information received from the caller in as short a time as possible.

- After hanging up, the volunteer should refer to the Twelfth Step lists, and call a Twelfth Step volunteer from the same general geographical area as the caller. The information about the caller is given directly to the Twelfth-Step volunteer as soon as possible.
- **The Phoneline volunteer must tell the caller that it may take a few minutes to get a call back.**
- **The Phoneline volunteer may want to call the caller back after exhausting all attempts in trying to reach all the 12-step callers in the caller's area; the phone line volunteer may be the person responsible for talking at length with the caller.**

*\*The twelve step caller should dial \*67 before dialing the caller's number, so that their caller id is hidden to the caller.*

### **Looking up Narcotics Anonymous Meetings**

- If you are looking up meetings in the region or area, refer to our regional website: [freestatena.org](http://freestatena.org).

### **Information about areas/regions outside our region (Free State Region)**

1. Try to refer the website: <https://www.na.org/meetingsearch/> to the caller.
2. If the caller needs meeting info of a meeting outside our Region (Free State Region).

Try to help the caller. (if you have a computer / Smartphone) look up meetings or hotlines by going to <https://www.na.org/meetingsearch/> Give the caller the number for the hotline in that area.

### **People looking for Treatment Referral information**

When a caller requests referral information:

- Tell the caller, "NA is not affiliated with any treatment center /detox/recovery house/rehab etc."

Then take the following steps:

1. Assist the caller with locating a meeting nearby.
2. Suggest that the caller speak with other addicts at the meeting if looking for suggestions as to where to seek treatment.
3. The Volunteer can refer the caller to:

The National Treatment referral line **1-800-662-HELP (4357)**

4. Strongly urge the caller to attend an NA meeting immediately upon release from whatever facility she/he may choose.

### **How to Handle Special Calls**

The NA Phone Line is strictly for dispensing information about the NA fellowship, Meetings and recovery. The volunteer must always remember that he or she is Only a recovering addict sharing his experience, strength and hope. The volunteer Is not a professional crisis counselor, doctor or psychologist, etc., and does not Have the right to give professional advice. Calls which, in the volunteers opinion, Are beyond the boundaries of Narcotics Anonymous should be quickly and politely Diverted to the appropriate services available.

### **Suicide Calls**

One of the most difficult situations is a call from someone who says they plan to Kill them and it sounds like they mean it. This can often bring a feeling of Helplessness.

- First, say a quick prayer to yourself, ask for guidance and remember,
- If they have chosen to call NA they want to hear our solution.
- Most people who talks about suicide are not going to carry out the act immediately. There is time to talk and begin working on a solution.
- Do not be afraid to use the 12 Step Call List if appropriate.

Psychologists report that the most obvious signs that the situation may be more Immediate are:

- (a) If the caller has a specific suicide plan to carry out, and
- (b) If they have the plan readily available.

You might ask them if they would be willing to talk to someone at the:

**National Suicide Hotline number 1-800-273-8255 (or see other helpful numbers page).**

Whatever happens, you have done the best you can do. The person most intent on committing suicide probably decided his situation was hopeless long before making the call. Share your experience with another person, your area hotline chair, or at region. We all need your experience, strength and hope to benefit the next caller who needs help.

### OTHER NUMBERS

	Page 5	
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Name	Phone Number	Website
<b>Free State Service Center</b>	<b>410-566-4022</b>	
<b>Nar-Anon World Services</b>	<b>800-477-6291</b>	<a href="http://www.nar-anon.org">www.nar-anon.org</a>
<b>Treatment Referral</b>	<b>1-800-662-HELP(4357</b>	<a href="http://www.findtreatment.samhsa.gov">www.findtreatment.samhsa.gov</a>
24 hrs./7 days both numbers MD only	800 422-0009	
A.A, Baltimore	410-663-1922	<a href="http://www.baltimoreaa.org">www.baltimoreaa.org</a>
A.A, Delaware	302-736-1567	<a href="http://www.delawareaa.org">www.delawareaa.org</a>
Crisis Hotline(any area)	1-800-273-TALK (8255	-
Crisis Hotline(any area)Youth only	800-422-0009	-
Baltimore	410-433-5175	<a href="http://www.bcresponse.org">www.bcresponse.org</a>
Fredrick County	301-694-8255	
Prince George's County Hotline & SP Center Crisis Phones:	301 864-7130	
Suicide Hotline	988	
Homeless Hotline	888-731-0999	
Gamblers Anonymous	626-960-3500	<a href="http://www.gamblersanonymous.org">www.gamblersanonymous.org</a>
Nicotine Anonymous	877-879-6422	<a href="http://www.nicotine-anonymous.org">www.nicotine-anonymous.org</a>
Sex/Love Anonymous	210-828-7900	<a href="http://www.saa-recovery.org/">www.saa-recovery.org/</a>
Chemically Dependent Anonymous	888-CDA-HOPE(232-4673	<a href="http://www.cdawebsitedev.com">www.cdawebsitedev.com</a>
Milford DE		
Kent/Sussex Mobile Crisis Unit	302 422-1395	
24 Hr./7 days Crisis No:	800-345-6785	
Wilmington		
CONTACT Lifeline Delaware	302 761-9800	
24 Hr./7 days Crisis	800-262-9800	
Tressler Centers of Delaware Brandywine Program	302-955-2002	
24 Hr./7 days Crisis No:	302 633-5128	
Mobile Crisis Intervention Services	800 652-2929	
24 hr. /7 days.	302- 577-2484	
Veteran Numbers		
Perry Point Mental Heath	410-642-2411	
Veteran Suicide Hotline	988 then press 1	or text 838255
Homeless Hotline	877-424-3838	
Poison Control	800-222-1222	



All other regional numbers can also be found at : <https://www.na.org/meetingsearch/>

PHONE NUMBER & WEBSITES	AREA	PHONE NUMBER & WEBSITES	AREA
Phone: 800.230-5109 <a href="http://www.neana.com">http://www.neana.com</a>	Alabama	Phone: 808.769-6016 <a href="http://www.na-hawaii.org/">http://www.na-hawaii.org/</a>	Hawaii
Phone: 866.258-6329 <a href="http://www.akna.org/">http://www.akna.org/</a>	Alaska	Phone: 877.479-6269 <a href="http://www.wszf.org/">http://www.wszf.org/</a>	Idaho
Phone: 800.698-5148 <a href="http://www.arizona-na.org/m">http://www.arizona-na.org/m</a> <a href="http://meetings/yavapai.php">meetings/yavapai.php</a>	Arizona	Phone: 800.539-0475 <a href="http://www.oopsna.org/">http://www.oopsna.org/</a>	Illinois
Phone: 800.338-8750 <a href="http://www.arscna.org/">http://www.arscna.org/</a>	Arkansas	Phone: 877.888-4130 <a href="http://www.naindiana.org/">http://www.naindiana.org/</a>	Indiana
Phone: 800.863-2962 <a href="http://www.todayna.org/in">http://www.todayna.org/in</a> <a href="http://de.x.html">de.x.html</a>	California	Phone: 319.202-7727 <a href="http://www.fasanaia.org/">http://www.fasanaia.org/</a>	Iowa
Phone: 303.832-3784 <a href="https://nacolorado.org/">https://nacolorado.org/</a>	Colorado	Phone: 800.561-2250 <a href="https://www.kansascityna.org/">https://www.kansascityna.org/</a>	Kansas
Phone: 800.627-3543 <a href="http://www.ctna.org/">http://www.ctna.org/</a>	Connecticut	Phone: 800.983-4131 <a href="http://www.sckana.org/">http://www.sckana.org/</a>	Kentucky
Phone: 800.317-3222 <a href="http://www.fsrna.org/">http://www.fsrna.org/</a>	Delaware	Phone: 800.339-3723 <a href="http://nlana.org">http://nlana.org</a>	Louisiana
Phone: 800.543.4670 <a href="http://www.cprna.org/dcas">http://www.cprna.org/dcas</a> <a href="http://c/">c/</a>	District of Columbia	Phone: 800.974-0062 <a href="http://www.namaine.org/">http://www.namaine.org/</a>	Maine

<a href="#">index.htm</a>		Hagerstown	Maryland
		Phone: 800.777-1515	
Phone: 866.288-6262	Florida		
<a href="http://southatlanticna.org/">http://southatlanticna.org/</a>		Chesapeake & Potomac Region	Maryland
		Phone: 800.543-4670	
Phone: 888.490-0648	Georgia	<a href="http://www.cprna.org/">http://www.cprna.org/</a>	
<a href="http://www.grscna.com">http://www.grscna.com</a>			
<b>PHONE NUMBER&amp;WEBSITES</b>	<b>AREA</b>	<b>PHONE NUMBER&amp;WEBSITES</b>	<b>AREA</b>
Almost Heaven Area	Maryland	Phone: 866.885-6562	New Mexico
Phone: 800.777-1515		<a href="http://www.riograndena.org/">http://www.riograndena.org/</a>	
Phone: 866.624-3578	Massachusetts	Phone: 212.929-6262	New York
<a href="http://www.nerna.org">http://www.nerna.org</a>		<a href="http://www.na-si.org">http://www.na-si.org</a>	
Phone: 800.230-4085	Michigan	Phone: 800.350-9132	New York
<a href="http://www.michigan-na.org">http://www.michigan-na.org</a>		<a href="http://www.flana.net/">http://www.flana.net/</a>	
Phone: 877.767-7676	Minnesota	Phone: 888.370-6262	North Carolina
<a href="http://www.naminnesota.org">http://www.naminnesota.org</a>			
		Phone: 701.234-9330	North Dakota
Phone: 866.279-7985	Mississippi	<a href="http://www.umnna.org/">http://www.umnna.org/</a>	
<a href="http://mgcana.org/">http://mgcana.org/</a>			
		Phone: 800.587-4232	Ohio
Phone: 800.561-2250	Missouri	<a href="http://www.naohio.org/">http://www.naohio.org/</a>	
<a href="http://www.kansascityna.org">http://www.kansascityna.org</a>			
<a href="#">/</a>		Phone: 866.524-7068	Oklahoma
		<a href="http://wasc.okna.org/">http://wasc.okna.org/</a>	
Phone: 800.990-6262	Montana		
<a href="http://www.namontana.com/">http://www.namontana.com/</a>		Phone: 877.551-4662	Oregon
		<a href="http://yamhillunifiedna.org">http://yamhillunifiedna.org</a>	

Phone: 888.347-4446 <a href="http://sena-na.org/">http://sena-na.org/</a>	Nebraska		
		Phone: 866.996-8444 <a href="http://www.eparna.org/">http://www.eparna.org/</a>	Pennsylvania
Phone: 888.495-3222 <a href="http://www.region51na.org/r">http://www.region51na.org/r</a> <a href="http://www.region-51/south-valley/">http://www.region-51/south-valley/</a>	Nevada		
		Phone: 866.624-3578 <a href="http://www.nerna.org">http://www.nerna.org</a>	Rhode Island
Phone: 888.624-3578 <a href="http://www.gsana.org/">http://www.gsana.org/</a>	New Hampshire	Phone: 866.463-5771	South Carolina
		Phone: 888.334-7597	South Dakota
Phone: 800.992-0401	New Jersey		
Phone: 866.360-4929 <a href="http://mana-e-tn.org/">http://mana-e-tn.org/</a>	Tennessee		
Phone: 855.864-2262 <a href="http://www.hcana.org/">http://www.hcana.org/</a>	Texas		
Phone: 877.479-6262 <a href="http://www.northernutahna.org/rig/Default.aspx">http://www.northernutahna.org/rig/Default.aspx</a>	Utah		
Phone: 866.580-8718 <a href="http://www.cvana.org/">http://www.cvana.org/</a>	Vermont		
Phone: 800.777-1515 <a href="http://www.car-na.org/">http://www.car-na.org/</a>	Virginia		
Phone: 877.861-6156 <a href="http://www.wpsana.org">http://www.wpsana.org</a>	Washington		
Phone: 800.777-1515 <a href="http://gatewaytofreedomna.org/rig/">http://gatewaytofreedomna.org/rig/</a>	West Virginia		

Phone: 800.766-4442	West Virginia		
<a href="http://www.mrsena.org/">http://www.mrsena.org/</a>			
Phone: 800.240-0276	Wisconsin		
<a href="http://www.wisconsinna.org/">http://www.wisconsinna.org/</a>			
Phone: 866.466-3673	Wyoming		
<a href="http://www.wyo-braskana.org/">http://www.wyo-braskana.org/</a>			

### **Area Twelve Step Call Lists**

<b>BALTIMORE</b>	<b>12 STEP CALL LIST</b>
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Sheet No. 1 of 1				Date:	11/24/2015
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Date:	11/24/2015
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PERFORMED BY:	
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[illegible]

## BAY AREA\_ 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/18/2014

PERFORMED BY: Kelly M.

Name	Number	Availability	Just Calls	Rides	Zip Code
<b>MEN</b>					
Steve M.	410-241-7001	Anytime	X		
Richard T.	440-296-6643	Anytime	X		
Jogo C.	443-850-4935	Anytime	X		
Phil D.	4102073329	Anytime	X		
John R.	410-412-6876	Anytime	X		
Brian W.	443-904-9091	Anytime	X		
Wayne D.	410-991-1125	Anytime	X		
Skip F.	443-618-3091	Anytime	X		
Mike A.	443-790-8366	Anytime	X		
Melvin C.	443-995-0069	M-F after 7pm, anytime weekend	X		
John C.	443-867-0990	5pm-8pm every day	X		
Doug D.	443-624-3714	weekdays 2-8	X		
Bryan H.	443-417-7576	Thurs-Sun 11pm-8am	X		
Bill S.	443-838-1369	Weekdays after 5pm	X		
<b>WOMEN</b>					
Linda C.	443-386-3460	Anytime	X		
Mary T.	410-971-3916	Anytime	X		
Laura D.	443-618-0850	Anytime	X		
Beth B.	443-326-7217	every day 1pm-9pm	X		
Dianne F.	443-822-4077	every day until 10pm	X		
Terri L.	443-939-7202	M-F 5pm-11pm, anytime wknds	X		
Ann Marie C.	443-604-4556	Mon and Tues after 5	X		
Katie K.	443-910-8130	every day 6pm-8pm	X		
Shontel B.	410-412-4754	Mon, Tues, Thurs until 10pm	X		
Shelby T.	443-942-7137	Sun & Mon anytime	X		
Stephanie B.	443-333-3366	10pm-8am everyday	X		
Kelly M.	410-353-5493	weekends anytime	X		



## EAST OF THE BAY 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/14/2014

PERFORMED BY: BOB M

[illegible]

## DELMARVA AREA 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 5/21/2015

PERFORMED BY: Heather R.

Name	Number	Availability	Just Calls	Rides	Zip Code
<b>MALE</b>					
Randy R.	302-344-7959	Evenings	x	x	19966
Bruce S.	302-653-7536	Any	x	x	19977
Mike D.	302-382-1177	Evenings	x		19950
Brian A.	302-604-3411	Day	x		19958
Anthony L.	302-362-0623	Evenings	x	x	19963
Josh H.	302-382-8844	Evenings	x		19904
Darryl C.	302-344-0529	Evenings	x	x	19968
Ernie M.	302-344-2343	Any	x		19966
Chris N.	302-344-0529	Evenings	x	x	19904
Terry S.	302-236-3943	Evenings	x	x	19963
Angel R.	302-249-5719	Evenings	x		19960
<b>WOMEN</b>					
Mirina D.	302-381-2884	Evenings	x		19950
Val R.	215-776-9616	Days	x		19973
Jenny B.	302-682-1739		x	x	19958
Laurie M.	443-540-9287	Any	x		19966
Heather R.	302-864-4382	Evenings	x	x	19966
Jen D.	302-858-1456	Evenings	x		19956
LouJean T.	443-735-9237	Evenings	x	x	19958
Linda D.	302-249-2727	Any	x	x	19947
Jill W.	302-500-1763	Days	x	x	19958
Christina M.	443-603-3536	Evenings	x		19947

## NORTHWEST 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/14/2014

PERFORMED BY: BOB M

[illegible]

## OCEAN GATEWAY 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/14/2014

PERFORMED BY: BOB M

[illegible]

## Susquehanna Area 12 Step Call List

Sheet No. 1 of 1			Date: 9/21/14		
Performed by: Walt R.			Department: Phone Chair Person		
Name	Number	Availability	Just Calls	Rides	Zip Code
<b>Males</b>					
Adam H.	443-528-9221	24/7	XX		21009
Billy T.	302-275-2070	24/7	XX		21901
Bret	410-960-9389	24/7	XX		
Bud P.	410-322-7607	24/7	XX		21078
Chris	443-686-6573	24/7	XX		
Dan P.	443-417-4948	24/7	XX		
Dave W.	717-424-5756	24/7	XX		
Jamie B.	240-446-4602	24/7	XX		
Jarret	443-903-0463	24/7	XX		
Kevin F.	443-903-0463	No Sundays	XX		21921
Pete B.	410-688-5352	24/7	XX		
Ricky	443-967-3710	24/7	XX		
Sam D.	443-252-7641	24/7	XX		
Walt R.	443-866-1907	24/7	XX		21001
<b>Females</b>					
Dabora	410-652-7593	24/7	XX		
Dawn H.	443-371-5631	24/7	XX		21001
Dee W.	443-252-4977	24/7	XX		21903
Jenn T.	443-309-6457	24/7	XX		21901
Layla	302-932-4779	24/7	XX		
Lisa	302-304-0840	24/7	XX		
Mandy T.	443-752-2665	24/7	XX		
Melissa S.	443-823-9433	24/7	XX		21156
Nicola	443-206-6268	24/7	XX		21901
Robyn	443-945-4961	24/7	XX		
Rose B.	443-350-4784	24/7	XX		

## SMALL WONDER 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/20/2014

PERFORMED BY: WALT R

[illegible]



## WEST SIDE 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/17/2014

ALISON B

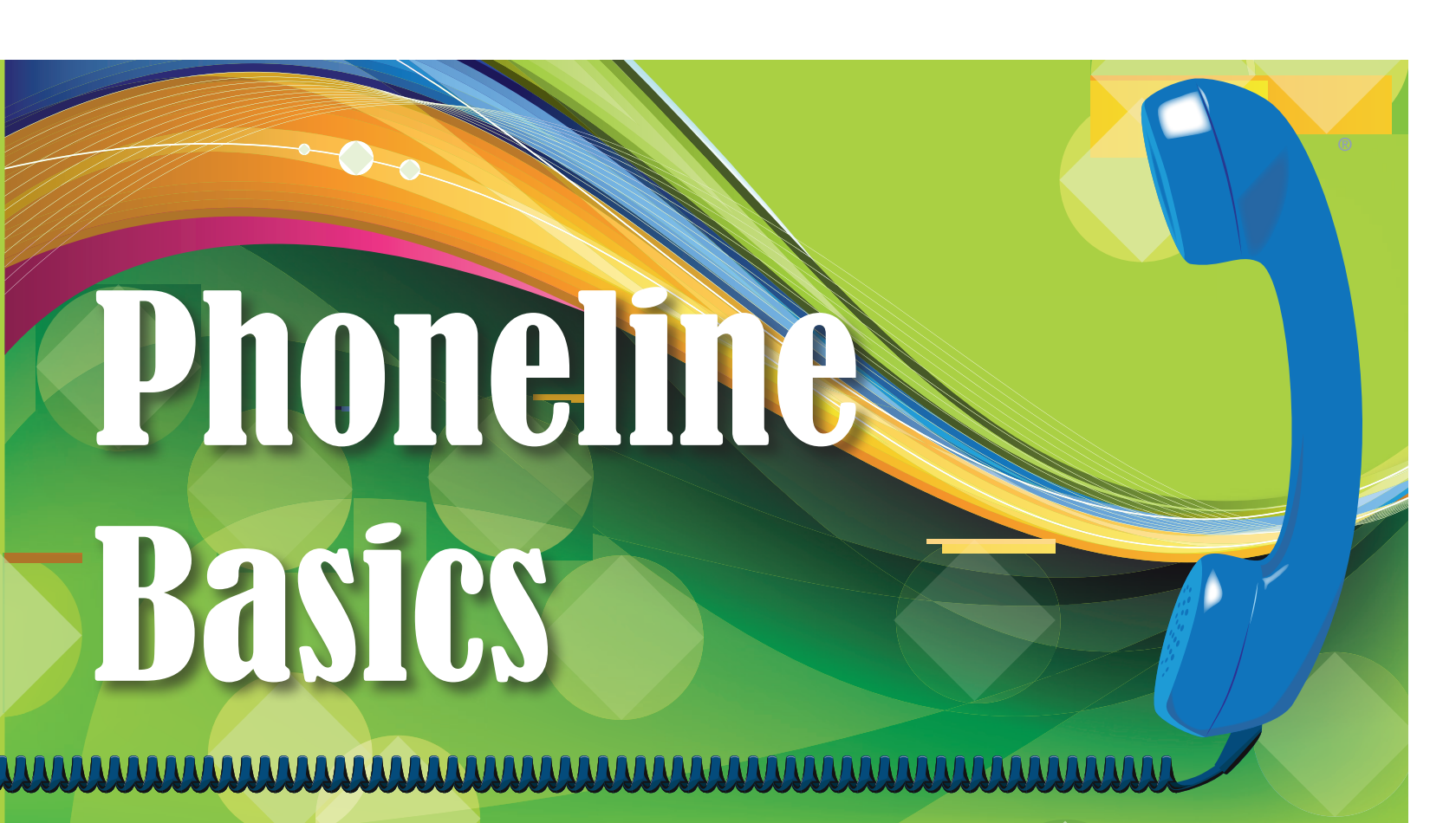
Name	Number	Availability	Just Calls	Rides	Zip Code
<b>MALE</b>					
Butch B.	443-540-9236	Anytime	x	x	21228
Dan B.	410-736-3580	After 4pm	x	x	21228/21231
Dave C.	443-668-2334	Evening	x	x	21042
Matt M.	443-627-0496	Evening	x	x	21045
Steve P.	443-965-0699	Anytime	x	x	21228
Jack M.	443-604-7955	Overnight	x		21045
Zach B.	410-660-3761	Anytime	x		21228
Donnie C.	240-434-1270	Evenings/wkends	x		21229
<b>WOMEN</b>					
Allie B.	443-386-7367	Anytime	x	x	21228/21231
Janice L.	443-695-4114	Varies	x		21228
Deb Y.	443-794-8581	Weekdays after 4	x		21230
Lee Ann	443-844-8487	Not Overnight	x	x	21228
Alison F.	443-447-3193	Varies			21230
Debbie F.	443-878-0039	Anytime	x		21228
Tara R.	443-525-9779	wkends not overnight	x		21228

## **Check list**

- \_** Have the volunteer add hotline number to their phone 800-317-3222 label hotline.
- \_**
- \_** Tell the volunteers that this is number that they will see when receiving call.
- \_**
- \_** Check the shifts and days of the volunteer (try to get 3 time slots)...
- \_**
- \_** Get the volunteer email address.
- \_**
- \_** Add volunteer to trainer's phone.
- \_**
- \_** Give them an up to date volunteer booklet and an up to date schedule.
- \_**
- \_** Do a Meeting search
- \_**
- \_** Go over 12 step procedure
- \_**
- \_** Go over Other numbers.
- \_**
- \_** Go over Referral's
- \_**
- \_** Go over Special calls
- \_**

_____	_____	_____
<b>Name</b>	<b>phone #</b>	<b>Email</b>
_____	_____	
<b>Trainer</b>	<b>Date</b>	





# Phoneline Basics

A call to an NA phoneline, also known as a helpline, may be someone's first interaction with Narcotics Anonymous. These calls are vital; a phoneline call can make a major difference in whether or not an addict makes it to an NA meeting. We need to respond to callers in a way that makes them feel like they matter. We can encourage volunteers to bring their experience and their public relations awareness to this important service opportunity.

This resource outlines ways a service body can evaluate its resources, choose a helpline provider, train and prepare helpline volunteers, and coordinate services in a way that makes local helplines more successful.

## **Key topics**

- Phonelines & Core PR Principles
- Planning and Preparation for Service Bodies
- Discussing and Addressing Known Challenges
- Putting Your Plan into Action
- Resources



# PHONELINES & CORE PUBLIC RELATIONS PRINCIPLES

## Cooperation, Not Affiliation

Helpline teams contribute to building relationships with people and organizations outside of NA. These include groups that regularly encounter addicts such as law enforcement, advocates for the homeless, and social welfare organizations that have an interest in helping addicts to live drug-free. Our cooperation with other organizations demonstrates that NA is a viable program of recovery as they raise NA's profile in the community.

We take care to align our actions with the guidance of our Traditions. By focusing on our primary purpose, we foster unity and harmony with each other and the community around us. Acting according to our principles helps instill public confidence in the effectiveness of the NA program. This makes it more likely that members of other community groups will share the local NA helpline number with potential members.

### Questions to consider:

- How might cooperation with outside organizations be an asset when operating a helpline?
- What cooperative actions can committees and groups take to increase access to the helpline number?

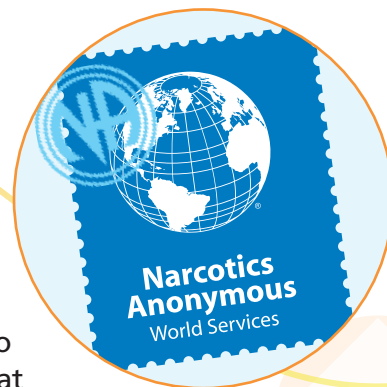
## Attraction

Our actions speak powerfully to potential members, to professionals, and to the public. When we provide reliable, responsible, and consistent helpline services, we demonstrate our program of recovery in action. Small but consistent actions build our reputation, so it's important that our phonelines operate as intended.

Offering a helpline number obliges us to make sure each call is answered, whether by an NA volunteer, an answering service, or an automated system. The important thing is that callers learn they can count on us and know that we care. We respond to messages promptly and return calls requesting help or information about NA. In all of these ways and many others, our helpline services provide opportunities to attract the addict who still suffers to our meetings.

### Questions to consider:

- Are helpline volunteers trained to carry a clear, concise message for Narcotics Anonymous?
- How can we make helpline service an attractive NA commitment?
- How can technology support our efforts to be reliable and consistent?



# PLANNING AND PREPARATION FOR SERVICE BODIES

As with other aspects of NA service, form should follow function in phonline service. Service bodies often start by evaluating the needs of the geographic area and the resources of the local NA community. This kind of inventory will help you determine which service provider might be the best fit. The following section focuses on ways to assess the service body's resources and how to train volunteers. Ideas for how to choose a service provider are covered later in this resource.



## Financial and Human Resources

Consistent and reliable phonline service helps us develop and maintain positive relationships with the public. With that in mind, service bodies often start planning for phonelines by assessing their resources, both financial and human. Understanding our resources is important in planning phonline services.

*Most projects depend as much on ideas, information, conscience, and members' time and willingness as they do on money. If we have the funds needed to carry out a project but lack the time or ideas, we'd best wait until we've gathered all the needed resources before proceeding. If we don't, we will have wasted NA service funds.*

*Twelve Concepts for NA Service,  
Concept Eleven*

The service body will want to look at its budget to determine what they can realistically afford. Trusted servants will want to evaluate the service body's long-term financial ability before shopping for a service provider. This will allow the service body to select a phone service package that fits its budget for the long haul.

Assessing available human resources will also help to determine what kind of phonline service provider best suits your NA community. A service body that is financially healthy but lacks willing trusted servants may choose to enlist help from a professional answering service. A service body with a larger pool of trusted servants may decide that a call-forwarding option will work best for them.



*In some cases, it's difficult or impossible to accomplish service tasks solely with members serving on a voluntary basis. Phonline service is a common example: We want to ensure that addicts seeking help have a chance to talk to NA members, but many communities contract with an outside company to ensure that calls are always answered and properly forwarded....We contract for those services we need to ensure that addicts seeking help can reach us.*

*Guiding Principles: The Spirit of Our Traditions,  
Tradition Eight*



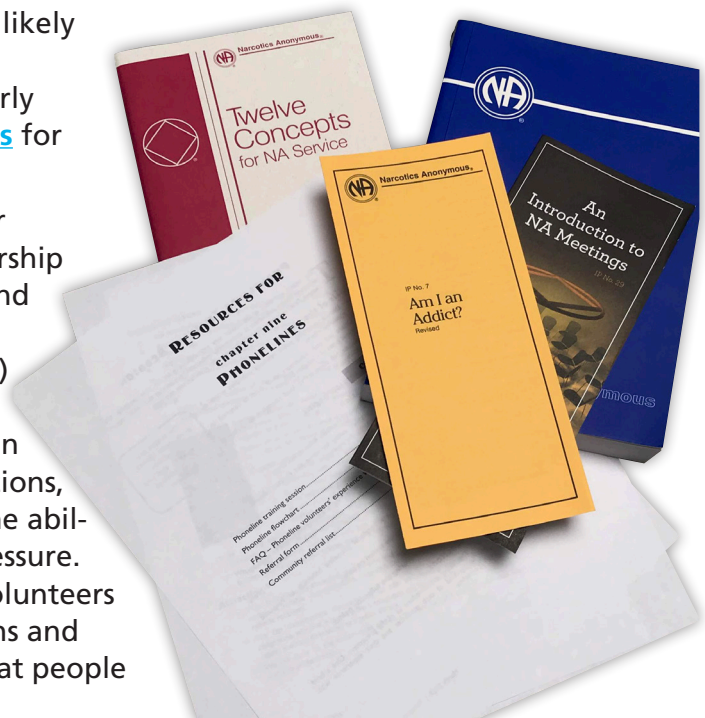
*“Flexibility and creativity can help a service body to expand the pool of willing volunteers.”*

We can also think about ways to make serving on the helpline more attractive to more members. Flexibility and creativity can help a service body to expand the pool of willing volunteers. Some phone service packages make it possible for members to serve on the go or from the privacy of home. Two- or three-hour time slots may be more appealing to members than longer shifts. Using the service body website to sign up for phonline slots can also encourage members to be of service. Committees may benefit from discussing these and other options as ways to attract helpline volunteers.

## Training and Preparing Trusted Servants

When considering how to train and prepare phonline volunteers, it’s helpful to look at who calls our phonelines: addicts (both potential members and current NA members), nonaddicts, family members and loved ones, and professionals. Our training and preparation can work to address the opportunities and challenges that arise with each of the above audiences. The following checklist can help a service body develop training that inspires phonline volunteers to help addicts find an NA meeting and to provide information about NA:

- Responsiveness is a key principle for phonline service. This means that trusted servants are trained to engage with callers in a sensitive, appropriate, and helpful manner.
- Training for phonline service will include all those who represent NA on the helpline: trusted servants, special workers (if there is a service body office), and employees of an answering service (if one is used). The service body can schedule continual and ongoing training.
- The service body can require that volunteers attend an initial hands-on training. This training can be supported by a written document of the service body’s expectations of phonline volunteers.
- An ongoing training program might provide NA literature (such as the *Am I an Addict?* pamphlet), discuss NA principles, practice mock phone calls, and offer presentations to new volunteers by more experienced members. Once trained, volunteers can be provided with basic materials such as a brief description of NA, updated meeting lists, and community referral phone numbers (see Referral section).
- Employees of an answering service would most likely benefit from a current meeting schedule and a short, one-page training handout that is regularly updated. (Visit [www.na.org/phonelineresources](http://www.na.org/phonelineresources) for an example.)
- The service body may want to identify particular qualities of an ideal phonline volunteer. Leadership qualities such as integrity, the ability to listen, and sound judgment (see the Concept Four essay in *Twelve Concepts for NA Service* for more details) are essential in providing phonline service. Other qualities relevant to helpline service are an understanding of the importance of public relations, the ability to relate well to other people, and the abilities to communicate and to stay calm under pressure. These traits are important because phonline volunteers often have to perform in high-pressure situations and because they are likely to be the first contact that people have with NA.





- Volunteer guidelines that address issues such as avoiding or explaining NA jargon (such as “it works when you work it,” “home group,” “get a sponsor”), how to get volunteer time slots covered, and how to respond reliably to requests from the public will help support trusted servants in their commitment.
- Volunteers can be trained to use NA literature to present an accurate and positive message of recovery as well as to clarify that the NA program is separate from treatment centers or other twelve-step programs.
- Volunteers could offer website information to callers in an effort to provide the caller with literature to read about NA recovery. Additionally, callers seeking meeting information may be offered the mobile meeting app.
- Committees will want to establish a cleantime requirement for volunteers in light of available human resources. A strong training program will prepare members for this kind of service, even those who haven’t been clean for long.
- Phonline volunteers need to be instructed to make no commitments on behalf of service bodies or the NA Fellowship as a whole. If a professional or member of the public contacts an NA helpline, volunteers should provide as much information about NA as they can, solicit information from the public contact, and follow up with the appropriate trusted servant such as a committee chairperson or the service body’s media contact person.
- The committee needs to train phonline volunteers on how to handle difficult calls, such as calls from addicts who are under the influence of drugs, prank calls, and calls from those who suffer from mental illness. One strategy is to continually bring the conversation back to how the caller can get to an NA meeting and end a problem call before the situation escalates.
- The committee can be prepared to quickly respond to a variety of phonline calls made by the public, including simple requests for information or calls made about problems created by the behavior of NA members.
- If phonline volunteers receive a call from a person in crisis, they should be very clear about their limitations; phonline volunteers are not counselors or crisis workers. Threats to commit suicide, a drug overdose, or talk about being a victim of violence are all examples of crisis calls. Refusing to refer such callers to qualified outside crisis agencies or police could have legal implications, depending on local laws. In any case, individuals in crisis should contact someone better positioned to help. See the referral section below for more information about referring callers to outside organizations.



*The purpose of our services is to help the fellowship fulfill its primary purpose: to carry the message to the addict who still suffers. Honest, open, straightforward communication is essential to both the integrity and effectiveness of the NA service structure.*

*Twelve Concepts for NA Service,  
Concept Eight*

## DISCUSSING AND ADDRESSING KNOWN CHALLENGES

### Meeting Recommendations

NA is frequently contacted by potential members and professionals looking for meetings they believe will allow for identification. Many volunteers have been faced with the question: Do you know a meeting that would help this person? We know that our Traditions encourage a spirit of anonymity and that anonymity allows us to meet equally as addicts. Yet we also know that first impressions count and that the principle of attraction is important to an addict's ability to hear the NA message, we can stop using, lose the desire to use, and find a new way to live. Trusted servants can respect callers' requests and recommend meetings where they are likely to find addicts with whom they may identify. We do not, however, automatically assume that because someone is of a certain age, gender, ethnicity, or sexual identity, they will want a meeting recommendation.

Service bodies will probably want to discuss this issue and implement guidelines for how to recommend NA meetings to callers. Some service bodies have common needs meetings in which the group serves the needs of a specific population in that service body, such as young people's meetings, women's and men's meetings, and so forth. These groups make it easier for a service body to make meeting recommendations.

*"... we also know that first impressions count and that the principle of attraction is important to an addict's ability to hear the NA message."*

If there are no common needs meetings in a service body but there are meetings where, for example, a larger population of young people regularly attends, then phonline volunteers can suggest these meetings to a caller asking for a recommendation. This may allow potential members to more easily identify and connect with NA. In making these recommendations, phonline volunteers can explain that many NA members feel a sense of unity within a very diverse fellowship,

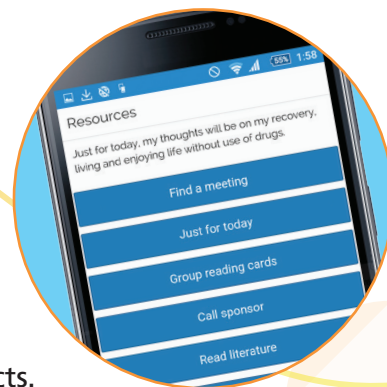
making it clear at the same time that any addict can attend any meeting regardless of how it is listed in the schedule; for example, in a young people's meeting, there may be older members there.

### Twelfth Step Calls

Step Twelve's call for us to "carry this message to addicts" is at the heart of phonline service. Phonline volunteers emphasize getting potential members to meetings because, as the Basic Text states, "The group is the most powerful vehicle we have for carrying the message." On occasion, a caller may require an extended conversation; that, too, is a chance to practice the Twelfth Step.

Another way we might practice the Twelfth Step involves making arrangements for members to pick up a caller and take him or her to a meeting. We carry NA's message through these Twelfth Step calls. These can be a very rewarding service experience that gives members the opportunity to make a newcomer feel welcome.

The service body has the responsibility to ensure that volunteers are willing and trained to do Twelfth Step calls. The most important concern is that NA members remain safe. Before training volunteers to respond to Twelfth Step calls, the service body should discuss and determine its policy on these calls. For example, in some urban locations it might be more convenient to use public transport instead of a car, so instead of giving a ride a helpline trusted servant might provide clear



directions on how to get to the nearest subway station and then another volunteer could meet the newcomer there. The following points can help service bodies consider how to create guidelines for responding to Twelfth Step calls:

- A Twelfth Step call can mean that two or more addicts provide a ride to an NA meeting or that volunteers simply talk with the caller, helping the potential member get to a meeting on their own.
- Trusted servants need to understand that any romantic or sexual overtures are inappropriate when performing Twelfth Step calls or when representing NA in any fashion including on the phonline.
- When possible, members should meet those requesting a ride to a meeting in a public place.
- In some service bodies, phonline volunteers do not perform Twelfth Step calls. Instead, there is a Twelfth Step call list containing the contact information of members who have volunteered to respond to Twelfth Step requests.
- Due to the likelihood of being exposed to drugs and addicts who are under the influence of drugs, some service bodies require those who make Twelfth Step calls to have a minimum of five years clean.
- The service body will need to discuss what is appropriate for trusted servants performing Twelfth Step calls. A service body may decide to create guidelines for the variety of requests often received during Twelfth Step calls (such as a ride to a meeting or to a detoxification center after attending an NA meeting).
- The service body may want to choose volunteers who have service experience and who have gained the ability to be productive members of society. This may reduce the likelihood of incurring legal problems. Those members under legal constraints (such as parole or probation) are usually not appropriate for making Twelfth Step calls. A guideline that requires trusted servants to have current auto insurance may be another way to prevent legal problems.

*Our identity as a fellowship is founded in anonymity and selfless service, carrying the message one addict to another.*

*It Works: How and Why,  
Tradition Six*

## Referrals

Many phonline calls are from nonaddicts or potential members looking for services other than what NA provides. There may be liability issues, which vary from place to place, that make it important for us to offer emergency numbers at a minimum. Volunteers should keep a list of numbers to provide to callers in crisis, including numbers for those facing medical emergencies or contemplating suicide.

When asked about drug detoxification or treatment center referrals, we can provide a list of any and all locally available services. We don't give referrals to one specific treatment center or detox unit; that would cross the boundary of cooperation into an endorsement. In order to avoid any appearance of affiliation, we might provide a list of numbers of all local nonaffiliated referral agencies. In the United States, for example, the federal government's Substance Abuse and Mental Health Services Administration (SAMHSA) operates a national helpline.

*"Committees may choose to build relationships with other community organizations since we often share the goal of helping addicts live without the use of drugs."*

Service bodies may want to research what independent referral agencies serve their NA community, taking time to verify that the phone numbers are valid. Committees may choose to build relationships with other community organizations since we often share the goal of helping addicts live without the use of drugs.

Family members and loved ones of addicts frequently call our helplines. The service body can decide to provide numbers for Nar-Anon and Families Anonymous or other similar information. We don't recommend one program over another or offer our opinions about any of these programs; we simply provide contact information. Not providing this information can be harmful to our public relations and may spoil a chance for an addict to find NA. The service committee may want to create a document for trusted servants that describes why NA does not endorse or affiliate itself with outside organizations (see the sample at [www.na.org/phonelineresources](http://www.na.org/phonelineresources)). We provide contact information for other organizations in a spirit of cooperation.

## **Coordinating Services**

When thinking about how we coordinate phonelines, we can look at how best to structure and support these services. The service body may decide to delegate the responsibility of the phoneline to a coordinator, who is accountable to the service body. A phoneline coordinator could be responsible for gathering and training volunteers and planning guidelines for following up on any NA requests made through the phoneline.

Collaboration with other committees and service bodies can also help in the coordinating of phoneline services. Service bodies often work collaboratively with each other for support. In an effort to strengthen services, some service bodies organize multiple efforts into a single public relations committee. PR committees often include the helpline coordinator and volunteers, along with trusted servants focused on complementary efforts like the meeting directory and other public information work. These complementary efforts sometimes include H&I under what we refer to as the "PR umbrella."

Service bodies can share their best helpline practices with other service bodies. Committees from neighboring service bodies can share what is working—and what mistakes they've made—with their phonelines. A trusted servant who regularly checks the phoneline can report if the phoneline service is functioning properly. Malfunctions may have to do with the answering service, training methods, or a shortage of volunteers. Working cooperatively within the service body and/or with neighboring service bodies can help to strengthen the way the phoneline functions.

## **Cooperative Phoneline Services**

Some service bodies have created a single phoneline service to serve multiple NA communities on behalf of two or more service bodies. Such cooperative phoneline services allow neighboring service bodies to combine their resources and share the responsibility of providing helpline services. This usually eases the burden on the financial resources of the individual service bodies, since costs will be shared. This approach also offers the opportunity to recruit members from several NA communities, another benefit of the cooperative model.

There are some challenges with coordinating a single helpline for multiple NA service bodies. One of the biggest challenges is establishing a single point of accountability. It is important to decide issues such as who will pay the phone bill and who will coordinate volunteers. Training volunteers also can become slightly more challenging since members from multiple communities will need to be prepared to identify meetings and services in neighboring service bodies. To support this effort, some NA communities have elected to publish a cooperative meeting schedule that lists all meetings served by a shared phoneline. How callers experience multiple city or area telephone codes may also be a consideration.

## PUTTING YOUR PLAN INTO ACTION

### Choosing a Phoneline Service Provider

Choosing a phoneline service provider depends on the needs of the service body. Chapter Three of the *Public Relations Handbook*, "Effective Services," offers detailed information about assessing the needs of the service body. A service body may be financially healthy but lack human resources. Where that's the case, it may make sense to spend a little more on a phoneline system in order to offset a shortage in human resources.

As always, a service body will want to make a smart business decision when spending NA funds. One way to make an informed decision is to research the cost of various providers and evaluate how they might meet the service body's needs. For example, a service body might decide to accept collect calls, which may or may not be accepted by a service provider. A service body can list the costs with the various advantages, disadvantages, and total monthly cost in order to get a picture of their choices.

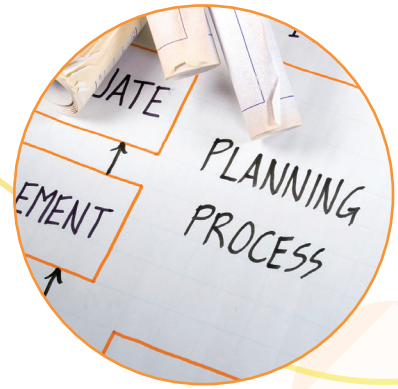
Because of the ever-changing nature of technology, the following list is not exhaustive but contains some examples of the types of phoneline services a service body may consider:

- NA members answering calls
- Call-forwarding services
- Answering machine or voice mail
- Customized caller response with live transfer option
- Professional answering services
- Voice over internet protocol (VOIP) providers that allow you to manage calls online
- Calls placed directly from the service body's website
- Toll-free and/or custom number
- Telecommunication Device for the Deaf (TDD) or Text Telephone (TTY)

Each of the options listed has various advantages and disadvantages, depending on a service body's human and financial resources. As technology changes, so will our phoneline options. What's important is for the service body to base its choice on a realistic assessment of its own abilities and needs. The following is an example of how a service body might determine the pros and cons of various phoneline options. This same process can be used for any type of phoneline service being considered by the service body.

*When we work to ensure the vitality of NA, we're not working just for ourselves  
but for those yet to join us.*

*It Works: How and Why,  
Tradition One*







## **NA Members Answering Calls**

### **Advantages**

1. Excellent ability to communicate with addict
2. Accurate information
3. Trained members handle calls

### **Disadvantages**

1. Requires major effort on part of ASC
2. Expensive
3. Reaching the majority within a geographic service body in local calling adds expense
4. Requires significant fiscal responsibility and liability for service body

Total Monthly Cost: \$\_\_\_\_\_

## **Answering Machine or Voice Mail**

### **Advantages**

1. Accurate information
2. Least expensive
3. Requires minimal effort on part of ASC

### **Disadvantages**

1. No ability to communicate directly with addict
2. Requires fixed location
3. Requires fiscal responsibility and liability for service body
4. An answering machine or answering service is usually checked every two or three days. The service body needs to be sure to indicate that in the recorded announcement.

Total Monthly Cost: \$\_\_\_\_\_

## Other Considerations

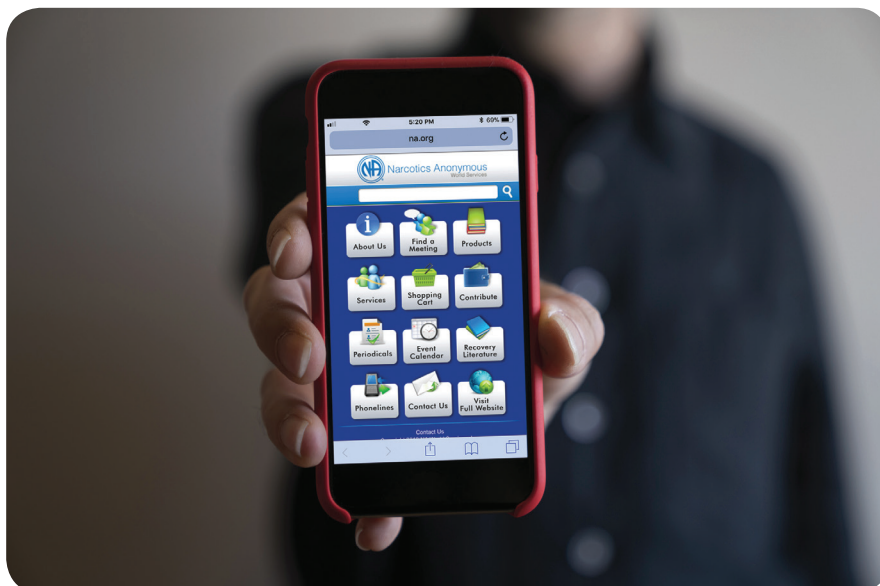
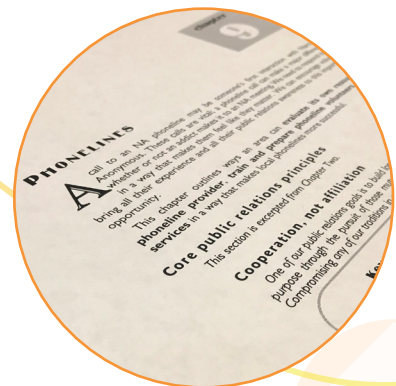
As you think about ways to get your helpline number to those who might need it, you might consider the following:

- When listing the phoneline number in a directory, be sure to use a geographical marker instead of or in addition to the service body's name. For example, instead of listing a phoneline as "The Biggest Heart of NA Service Body," use the city or town name. The names of our service bodies don't always communicate the geographical location of meetings to those outside of the program. We want those outside of NA to be able to locate the phoneline number in their community.
- Service bodies may decide to list the NA phone number in the community resource or crisis section of a telephone directory or online reference. Listing the NA phoneline in this section may require the service body to undergo a more extensive process, but can add credibility to NA as a community resource.

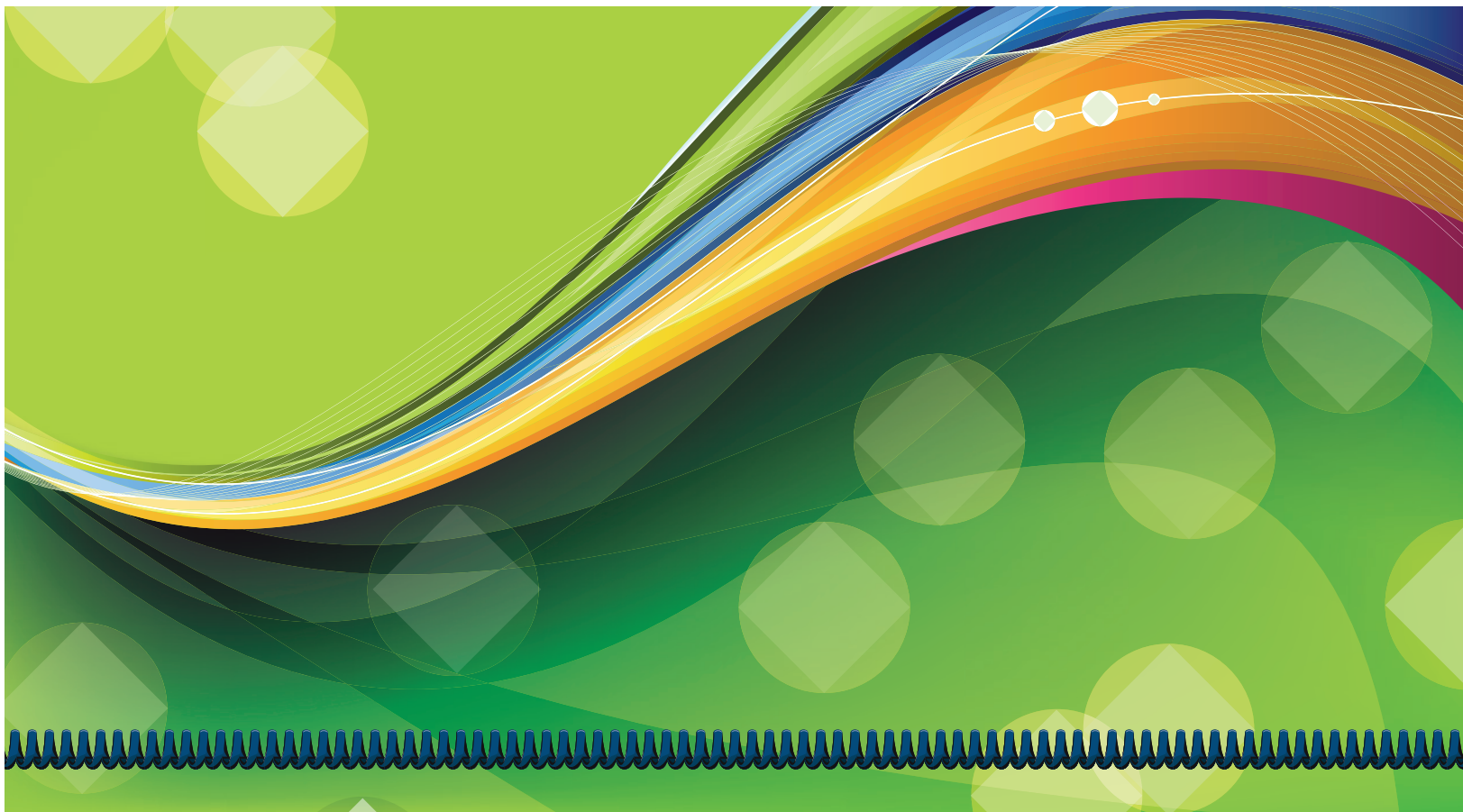
Strong phoneline services have a positive impact on our ability to effectively carry the NA message. They help us help addicts. Our phonelines are an opportunity to form cooperative relationships that may benefit potential NA members. In order to keep phonelines strong and working, service bodies often track how many newcomers got to NA through the helpline and perform an annual inventory of the service's effectiveness, reviewing technology, costs, and feedback from NA members. Our ability to respond to callers in a sensitive, caring, and helpful way can make a real difference in whether or not an addict gets clean and finds recovery in Narcotics Anonymous.

## Resources

For additional resources on phonelines, see Chapter Nine of the *Public Relations Handbook* and its resources, available at [www.na.org/phonelineresources](http://www.na.org/phonelineresources).







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## Twelve Concepts for NA Service

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### Introduction

Narcotics Anonymous, as a fellowship, is defined by its principles. Our Twelve Steps detail our program for personal recovery. Our Twelve Traditions relate experience that can help NA groups maintain their unity. And our Twelve Concepts are guiding principles for our service structure. The concepts summarize the hard-won experience of our fellowship's first forty years with such things as responsibility, authority, delegation, leadership, accountability, spiritual guidance, participation, communication, open-mindedness, fairness, and finances. The Twelve Concepts, together, help ensure that our fellowship's service structure remains forever devoted to *service, not government*.

The Twelve Concepts for NA Service are a relatively recent addition to our fellowship's body of guiding principles. Since NA's inception in the early 1950s, we have used the Twelve Steps as guidance in our personal recovery and the Twelve Traditions to steer our groups. The traditions empower the groups to create a service structure, directly responsible to them. The traditions also offer fundamental ideals to guide all our collective efforts. Our common welfare and unity, the ultimate authority of a loving God, leadership as service instead of government, group autonomy, our fellowship's primary purpose, cooperation without affiliation, self-support, the employment of special workers, attraction rather than promotion, public anonymity—without a doubt, the principles of our Twelve Traditions offer guidance for everything we do as a fellowship. Yet the Twelve Traditions themselves were designed especially to guide the NA groups; they were never intended to provide our *service structure* with the specific direction it needs to serve by. The Twelve Concepts for NA Service were created to meet that need.

Beginning with Concept One, they describe the creation of the service structure by the groups, the groups' final responsibility and authority for NA services, and the practical authority delegated by the groups to our fellowship's boards and committees for the development and maintenance of services on behalf of NA as a whole. The concepts recognize that service authority must be delegated with care, highlighting the qualities to be considered in selecting responsible NA leaders and emphasizing the importance of regular, open communication throughout our service structure in maintaining service accountability. To minimize confusion in assigning, fulfilling, and answering for NA services, the concepts recommend that each service responsibility be clearly defined right from the start. In addressing the decision-making processes used in our services, the concepts recall our spiritual foundation as well as the practical and ethical wisdom of inclusiveness and open-mindedness. To guard against the misuse of delegated authority, individual trusted servants are provided with a grievance process. The responsible management of NA funds, often a sore spot in service discussions, is dealt with directly. And finally, just as the traditions conclude by summarizing all twelve in a single word, *anonymity*, so the Twelfth Concept offers a fundamental ideal that underlies all the concepts: "our structure should always be one of service, never of government."

Now, the Twelve Concepts for NA Service are *yours*, the NA Fellowship's. The concepts offer practical guidance for the conduct of our services, from the group all the way to world level. How "valid" are the Twelve Concepts? Your experience in applying them will determine their validity. They are *valid* only to the extent that they prove *helpful*. However, just as the steps

relate our collective experience in recovery, and the traditions our experience in group unity, the Twelve Concepts summarize a vast amount of experience in NA service, experience we would all do well to consider and apply wherever appropriate.

## **Twelve Concepts for NA Service**

The Twelve Traditions of NA have guided our groups well in the conduct of their individual affairs, and they are the foundation for NA services. They have steered us away from many pitfalls that could have meant our collapse. Our various service units *serve*, for example, they do not govern; we stay out of public debate; we neither endorse nor oppose any of the many causes that our members may feel strongly about; our approach to addiction is a non-professional one; we are fully self-supporting. The traditions have provided our fellowship with essential guidance throughout its development, and they continue to be indispensable.

The Twelve Concepts for NA Service described here are intended to be practically applied to our service structure at every level. The spiritual ideals of our steps and traditions provide the basis for these concepts, which are tailored to the specific needs of our fellowship's service structure. The concepts encourage our groups to more readily achieve our traditions' ideals, and our service structure to function effectively and responsibly.

These concepts have been crafted from our experience. They are not intended to be taken as the "law" for NA service, but simply as guiding principles. We find that our services are stabilized when we conscientiously apply these concepts, much as our steps have stabilized our lives and our traditions have stabilized and unified our groups. The Twelve Concepts guide our services and help ensure that the message of Narcotics Anonymous is available to all addicts who have a desire to stop using and begin practicing our way of life.

1. To fulfill our fellowship's primary purpose, the NA groups have joined together to create a structure which develops, coordinates, and maintains services on behalf of NA as a whole.
2. The final responsibility and authority for NA services rests with the NA groups.
3. The NA groups delegate to the service structure the authority necessary to fulfill the responsibilities assigned to it.
4. Effective leadership is highly valued in Narcotics Anonymous. Leadership qualities should be carefully considered when selecting trusted servants.
5. For each responsibility assigned to the service structure, a single point of decision and accountability should be clearly defined.
6. Group conscience is the spiritual means by which we invite a loving God to influence our decisions.
7. All members of a service body bear substantial responsibility for that body's decisions and should be allowed to fully participate in its decision-making processes.
8. Our service structure depends on the integrity and effectiveness of our communications.
9. All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision-making processes.
10. Any member of a service body can petition that body for the redress of a personal grievance, without fear of reprisal.
11. NA funds are to be used to further our primary purpose, and must be managed responsibly.
12. In keeping with the spiritual nature of Narcotics Anonymous, our structure should always be one of service, never of government.

## **First Concept**

*To fulfill our fellowship's primary purpose, the NA groups have joined together to create a structure which develops, coordinates, and maintains services on behalf of NA as a whole.*

Our fellowship's primary purpose is to carry the message "that an addict, any addict, can stop using drugs, lose the desire to use, and find a new way to live." One of the primary means by which that message is carried, addict to addict, is in our meetings. These recovery meetings, conducted thousands of times each day by NA groups around the world, are the most important service offered by our fellowship.

However, while recovery meetings are NA's most important service, they are not the only means we have of fulfilling our fellowship's primary purpose. Other NA services attract the still-suffering addict to our meetings, carry our message to addicts in institutions, make recovery literature available, and provide opportunities for groups to share their experience with one another. No one of these services, by itself, comes close to matching the value of group recovery meetings in carrying our message; each, however, plays its own indispensable part in the overall program devised by the NA Fellowship to fulfill its primary purpose.

We can do together what we cannot accomplish separately. This is true in our personal recovery, and is equally true in our services. In new NA communities, groups often perform basic services in addition to their meetings. But fulfillment of the full range of NA services—phonelines, H&I panels, public information work, outreach, and the rest—usually requires more people and more money than a single group can muster on its own. The degree of organization necessary to carry out such responsibilities would divert most groups from carrying the NA message in their meetings. And the lack of coordination among groups delivering various services on their own could result in duplication, confusion, and wasted resources. For these reasons, most groups do not take such responsibilities on themselves.

How, then, can NA's groups ensure the fulfillment of these services? They do so by combining their resources, joining together to create a structure which develops, coordinates, and maintains those services for them, leaving the groups free to carry out their own primary responsibility.

## **Second Concept**

*The final responsibility and authority for NA services rests with the NA groups.*

The NA service structure has been created by the groups to serve the common needs of the groups. Our fellowship's service boards and committees exist to help groups share their experience with one another, provide tools which help groups function better, attract new members to group recovery meetings, and carry the NA message further than any single group could carry it alone. Because the groups have created the service structure, they have final authority over all its affairs. By the same token, the groups also have the final responsibility for the support of all its activities. The two go hand in hand.

Ideally, responsibility and authority are flip sides of the same coin; the exercise of one is also an exercise of the other. When our groups provide the resources—conscience and ideas, people, money—needed to fulfill NA services, they also provide direction to the service structure. Let's take a look at a few examples of how this principle works.

The most important resource contributed to the service structure by an NA group is almost exclusively spiritual: its ideas and its conscience. Without the voice of the groups, the service structure may not know what kinds of services are needed, or whether the services it provides are ones the groups want. The groups provide the ideas and direction needed to guide the service structure in fulfilling its responsibilities. By voicing their needs and concerns, the groups also exercise their authority for the service structure they have created.

The people who give their time to service work are a vital resource; without them, our service boards and committees would not exist, much less be able to serve. The group's responsibility to the service structure is to elect a group service representative who will serve the best interests of the group and the entire NA Fellowship. By carefully selecting its GSR, then providing that person with regular support and guidance, the group exercises its ability to impact NA services, both directly and indirectly. In choosing a qualified GSR, then sending him or her out to serve on the group's behalf, the group fulfills a large part of both its responsibility and authority for NA services.

Money is required to fulfill NA services. Without it, our phonelines would be closed down, our meeting lists would not be printed, there would be no NA literature to distribute, our H&I panels would go without pamphlets, and our public information workers would be unable to provide printed materials about our fellowship to the community. In the Eleventh Concept, more will be said of the use of money in fulfilling our primary purpose. The message of the Second Concept in regard to money, however, is simple: Since the groups have created the service structure to perform certain tasks, the groups are also responsible to provide the necessary funds.

So far, we've looked at what the Second Concept says to the NA group. This concept also speaks to the service structure. The groups have, directly or indirectly, created every one of our service boards and committees. The NA groups have, directly or indirectly, provided the resources used by those service boards and committees. The groups have established the service structure as a medium through which, together, they can better fulfill our fellowship's primary purpose. Therefore, in all the affairs of all its elements, the service structure must carefully consider the needs and desires of the groups. The Second Concept can be seen as the groups' way of saying to the NA service structure, "Be responsible with the spiritual, personal, and financial resources we have provided you. Seek our advice; do not ignore our direction."

The NA groups bear the final authority in all our fellowship's service affairs, and should be routinely consulted in all matters directly affecting them. For example, proposals to change NA's Twelve Steps, Twelve Traditions, name, nature, or purpose should be approved directly by the groups. Conversely, if something goes wrong in the service structure, NA groups are responsible to take constructive steps to help correct the problem. Our experience shows that radical action, taken in haste, serves neither the groups nor our services well. Since change rarely occurs overnight, patience and acceptance may be called for. Nonetheless, the exercise of final authority for NA services, a vital part of the system of service established by our fellowship, is both the right and the responsibility of the groups.

### **Third Concept**

*The NA groups delegate to the service structure the authority necessary to fulfill the responsibilities assigned to it.*

The NA groups maintain final responsibility and authority for the service structure they have created. Yet if they must involve themselves directly in making decisions for all of our service boards and committees, the groups will have little time or energy left to carry the recovery message in their meetings. For this reason, the groups entrust the service structure with the authority to make necessary decisions in carrying out the tasks assigned to it.

The delegation of authority can do much to free up both our groups and our services. Service decisions not directly affecting the groups can be made expeditiously; our phonelines, H&I panels, public information efforts, and literature development projects can move forward at full speed to serve NA's primary purpose. And our groups, not required to ratify every decision made on their behalf at every level of service, are freed to devote their full attention to carrying the NA message in their meetings.

We often use motions and guidelines to help us apply the Third Concept. We clearly describe each task we want accomplished, and the kind of authority we are delegating to those who will fulfill the task. However, even the most exhaustive set of guidelines cannot account for every eventuality. Our trusted servants will serve us best when we grant them the freedom to exercise their best judgment in fulfilling the responsibilities we've assigned them. Our services must remain directly accountable to those they serve, yet they must also be given a reasonable degree of discretion in fulfilling their duties. A group, service board, or committee should consult its collective conscience in arriving at its own understanding of the best way to apply this concept.

Sometimes we fear that delegation will mean a loss of control over our services. Together, Concepts One, Two, and Three have been designed to help us maintain responsibility for our service structure without tying our trusted servants' hands. The Third Concept encourages our groups to focus on their own responsibilities, while assuring that the service structure is given the authority it needs to fulfill other necessary NA services. Our Twelve Concepts do not ask our groups to abdicate their authority, allowing the service structure to do whatever it pleases. The groups, after all, have established the service structure to act on their behalf, at their direction. And when the groups need to exercise final authority in service matters, they are encouraged to do so. However, in day-to-day matters, the groups have given our service boards and committees the practical authority necessary to do the jobs assigned them.

Delegating authority can be a risky business unless we do so responsibly. To make Concept Three work, other concepts must also be applied consistently. Most importantly, we must give careful attention to the selection of trustworthy trusted servants. We cannot responsibly delegate authority either to those who are fundamentally incapable of administering that authority or to those who are not willing to account fully for their actions. However, if we select our leaders carefully, choosing those who can be trusted to responsibly exercise delegated authority in fulfilling the tasks we've given them, we can feel much more comfortable with the concept of delegation.

When we give our trusted servants a job, we must adequately describe to them the job we want done, and we must provide them with the support they need to complete their job. Then, once we've given them instructions and support, we must delegate to them the authority necessary to make decisions related to the task they've been assigned. When our groups delegate sufficient authority to our service structure, our groups need not be overcome with the demands of making every service decision at every level of service, and our fellowship's primary purpose can be served to the fullest. With the Third Concept squarely in place, our groups are free to conduct recovery meetings and carry the NA message directly to the addict who still suffers, confident that the service structure they have created has the authority it needs to make the decisions involved in fulfilling its responsibilities.

## **Fourth Concept**

*Effective leadership is highly valued in Narcotics Anonymous. Leadership qualities should be carefully considered when selecting trusted servants.*

The trust necessary to confidently delegate service authority is founded on the careful selection of trusted servants. In the following paragraphs, we highlight a number of the qualities to be considered when choosing our trusted servants. No leader will exemplify all these qualities; they are the ideals of effective leadership to which every trusted servant aspires. The more we consider these qualities when selecting NA leaders, the better our services will be.

Personal background and professional or educational qualifications, though helpful, do not necessarily make for effective leadership. When selecting trusted servants, after all, it is the whole person we trust, not just their skills. And one of the first things we look for when selecting trusted servants is humility. Being asked to lead, to serve, to accept responsibility, is a humbling experience for a recovering addict. Through continuing to work the Twelve Steps,



our trusted servants have come to know not only their assets but their defects and their limitations. Knowing that, they have agreed to serve our fellowship to the best of their ability, with God's help. Good NA leaders do not think they have to do everything themselves; they ask for help, advice, and direction on a regular basis. Our fellowship's leaders ought not be dictators or order-givers; they are our servants. Able leadership in the spirit of service does not drive by arrogant mandate, demanding conformity; it leads by example, inviting respect. And nothing invites us to respect our trusted servants more than clear evidence of their humility.

Capable NA leadership exhibits the full range of personal characteristics associated with a spiritual awakening. We depend on those who serve us to report on their activities completely and truthfully. Our leaders must have the integrity needed to hear others well, yet still be able to stand fast on sound principle; to compromise, and to disagree without being disagreeable; to demonstrate the courage of their convictions, and to surrender. We seek trusted servants who are willing to expend their time and energy in the diligent service of others, studying available resource materials, consulting those with greater experience in their field of responsibility, and carefully fulfilling the tasks we've given them as completely as possible. Honesty, open-mindedness, and willingness, indispensable in recovery, are also essential to leadership.

Any NA member can be a leader, and every NA member has the right to serve the fellowship. Effective NA leadership knows not only how to serve, but when it will serve best to step aside and allow others to take over. An entrenched bureaucracy inhibits our fellowship's growth, while a regular influx of new leadership, balanced by continuity, inspires NA growth. The effective leader also knows that, in order to maintain the distinction in service between principles and personalities, it is important to observe the practice of rotation.

In some positions, trusted servants need specific skills in order to act as effective leaders. The ability to communicate well can help our trusted servants share information and ideas, both in committee work and in reporting to those they serve. Organizational skills help trusted servants keep small service responsibilities simple, and make straightforward even the fulfillment of complex tasks. Leaders capable of discerning where today's actions will take us, and of offering us the guidance we need to prepare for the demands of tomorrow, serve Narcotics Anonymous well. Certain educational, business, personal, and service experiences may suit a recovering addict more to one type of service commitment than another. We do ourselves, our fellowship, and our trusted servants a disservice when we ask our members to perform tasks they are incapable of fulfilling.

When we carefully consider the leadership qualities of those we ask to serve, we can confidently give them the room they need to exercise those qualities on our behalf. We can allow effective leaders freedom to serve, especially when they demonstrate their accountability to us, reporting regularly on their work and asking, when necessary, for additional direction. True, our leaders are but trusted servants, not governors; yet we also expect our trusted servants to lead us. If we select them carefully, we can confidently allow them to do so.

Effective leadership is highly valued in NA, and the Fourth Concept speaks of the qualities we should consider when selecting leaders for ourselves. However, we should remember that the fulfillment of many service responsibilities requires nothing more than the willingness to serve. Other responsibilities, while requiring certain specific skills, depend for their fulfillment far more heavily on the trusted servant's spiritual maturity and personal integrity. Willingness, spiritual depth, and trustworthiness are strong demonstrations of the kind of leadership valued most highly in Narcotics Anonymous.

We should also remember that NA's leaders are not only those we vote into office. Opportunities for selfless service arise wherever we turn in Narcotics Anonymous. NA members exercise personal leadership by helping clean up after a meeting, taking extra care to welcome newcomers to our fellowship, and in countless other ways. As recovering addicts, any of us can fulfill a leadership role, providing a sound example, by serving our fellowship. This

modest spirit of service to others forms the foundation of our Fourth Concept, and of NA leadership itself.

## **Fifth Concept**

*For each responsibility assigned to the service structure,  
a single point of decision and accountability should be clearly defined.*

The key to applying the Fifth Concept is in defining the task that needs to be done, and the easiest way to apply it is right from the start. When we first create a service task, we should consider what kind of authority we must delegate in order for that task to be accomplished, and what kind of accountability we should require of those to whom we are giving that task. Then, one particular trusted servant, service board, or committee should be designated as the single point of decision and accountability for that assignment. This simple principle applies to all the services provided in Narcotics Anonymous, from the group to our world services.

When we decide a certain service task should be done, and clearly say which trusted servant, service board, or committee has the authority to accomplish the task, we avoid unnecessary confusion. We don't have two committees trying to do the same job, duplicating efforts or squabbling over authority. Project reports come straight from the single point of decision for the project, offering the best information available. An assigned service responsibility can be fulfilled swiftly and directly, because there is no question of whose responsibility it is. And if problems in a project arise, we know exactly where to go in order to correct them. We do well when we clearly specify to whom authority is being given for each service responsibility.

The single point of decision we define for each service responsibility is also a single point of accountability. As we've already seen in the Fourth Concept, and as we shall see further in Concept Eight, accountability is a central feature of the NA way of service. When we give our trusted servants responsibility for a particular service task, we hold them accountable for the authority we've delegated them. We expect them to remain accessible, consistently providing us with reports of their progress and consulting with us about their responsibilities.

*Accountability* does not mean that we delegate authority only to take it right back. It simply means that we want to be informed of decisions our trusted servants are considering as they go about the tasks we've assigned them. We want to have the opportunity to impact those decisions, especially if they directly affect us. And we want to be kept up-to-date on each responsibility we've assigned to the service structure so that, if something goes wrong, we can take part in making it right.

The Fifth Concept helps us responsibly delegate our authority for NA services. In exercising the Fifth Concept, we make a simple, straightforward contract with our trusted servants. Right from the start, they know what we are asking of them, what decisions they are expected to make themselves, and to what degree we will hold them accountable for the service work they do on our behalf. Exercise of Concept Five is not a task to be taken lightly. It calls for us to carefully consider the service work we want done; to clearly designate who should do that work; to delegate the authority to do it; and to maintain accountability for those duties. It takes effort to conscientiously apply Concept Five, but the results are worth the effort.

## **Sixth Concept**

*Group conscience is the spiritual means by which we invite  
a loving God to influence our decisions.*

Conscience is an essentially spiritual faculty. It is our innate sense of right and wrong, an internal compass that each of us may consult in our personal reflections about the best course to take. Our Basic Text refers to conscience as one of those "higher mental and emotional functions" which was "sharply affected by our use of drugs." By applying our steps, we seek to

revive it and learn how to exercise it. As we steadily apply spiritual principles in our lives, our decisions and actions increasingly become less motivated by self-interest, and more motivated by what our conscience tells us is good and right.

When addicts whose individual consciences have been awakened in the course of working the steps come together to consider service-related questions, either in their NA group or in a service committee meeting, they are prepared to take part in the development of a group conscience. The exercise of group conscience is the act by which our members bring the spiritual awakening of our Twelve Steps directly to bear in resolving issues affecting NA. As such, it is a subject which must command our most intent consideration.

The development of a group conscience is an indispensable part of the decision-making process in Narcotics Anonymous; however, group conscience is not *itself* a decision-making mechanism. To clarify the difference between the two, let's look at our personal lives. People living spiritually oriented lives usually pray and meditate before making major decisions. First, we look to our source of spiritual strength and wisdom; then, we look forward and chart our course. If we automatically claim that God has guided us every time we make a decision, whether or not we've actually invited God to influence us prior to making that decision, we fool only ourselves. The same applies to group conscience and collective decision making.

Developing a collective conscience provides us with the spiritual guidance we need for making service decisions. We pray or meditate together, we share with one another, we consider our traditions, and we seek direction from a Higher Power. Our groups, service boards, and committees often use the vote as a rough tool for translating that spiritual guidance into clear, decisive terms. Sometimes, however, no vote is needed; following thoughtful, attentive discussion, it is perfectly apparent what our collective conscience would have us do in a given service situation. Just as we seek the strongest possible spiritual unity in Narcotics Anonymous, so in our decision making we seek unanimity, not merely a majority vote. The more care we take in our considerations, the more likely we are to arrive at unanimity, and no vote will be needed to help us translate our group conscience into a collective decision.

When making specific service decisions, voting or consensus may be the measure of our group conscience. However, group conscience can be seen in all our fellowship's affairs, not merely in our decision-making process. The group inventory process is a good example of this. When members of an NA group gather together to examine their group's effectiveness in fulfilling its primary purpose, they each consult their own conscience concerning their individual role in the life of the group. They consider the concerns of the group as a whole in the same light. Such a group inventory session might produce no specific service decisions whatsoever. It will, however, produce among group members a heightened spiritual sensitivity, both to the needs of the still-suffering addict and to the needs of fellow group members.

Another example of group conscience being developed without producing a service-related decision, one each of us can identify with, can be found every day of the week in our recovery meetings. Many are the times when we go to an NA meeting with a personal problem, seeking comfort, support, and guidance in the experience of other recovering addicts. Our members, each with their individual personalities, backgrounds, and needs, speak to one another—and to us—of the spiritual awakening they've found in applying the Twelve Steps in their lives. From the diversity of the group a common message arises, a message we can apply to our own lives: the message of recovery. In this message we find "the therapeutic value of one addict helping another." We also find in this message the group conscience, applied not to a service issue but to our own spiritual growth.

Group conscience is the means by which we collectively invite the ongoing guidance of a Higher Power in making decisions. We apply the Sixth Concept when we pursue our own personal recovery with vigor, seeking that ongoing spiritual awakening which makes it possible for us to apply the principles of the program in all our affairs, including our service affairs. We apply the Sixth Concept when we listen not just to the words our fellow members speak, but to

the spirit behind their words. We apply the Sixth Concept when we seek to do God's will, not our own, and to serve others, not ourselves, in our service decisions. We apply the Sixth Concept in our groups, service boards, and committees when we invite a loving God to influence us before making service-related decisions.

## **Seventh Concept**

*All members of a service body bear substantial responsibility for that body's decisions and should be allowed to fully participate in its decision-making processes.*

The Seventh Concept is one way of putting the principle of group conscience to work in the service environment. This concept suggests that each service body should encourage all its members to participate in its decision-making process. By bringing their different perspectives together, we give our service bodies the opportunity to develop a fully informed, balanced group conscience leading to sound, sensitive service decisions.

Our service boards and committees represent a cross-section of NA perspective and experience. Each participant's contribution to the decision-making process is important. Determining participation at the group level is fairly simple: if you're a group member, you may fully participate in the group's decision-making process. Determining participation in the decision-making processes of most service boards and committees is a little more involved, yet the same basic principles still apply. Freely expressed individual conscience is the essential element in group conscience at any level.

NA service is a team effort. Our service representatives are responsible to the NA Fellowship as a whole rather than any special constituency; so are all the other trusted servants on the team. The full participation of each member of the team is of great value as we seek to express the collective conscience of the whole.

There is no firm rule about how to apply the concept of participation to every situation. In an atmosphere of love, mutual respect, and frank, open discussion, each service body decides these things for itself. In significant matters affecting the groups, a service body will want to ask for guidance directly from the groups. In the vast majority of cases, however, the service body will exercise its delegated authority in fulfilling the responsibilities the groups have assigned to it, disposing of the matters in the normal course of its service meetings.

NA's principle of spiritual anonymity is the foundation for the Seventh Concept. This principle points our fellowship toward a leveling of the individual's relative importance as a participant in NA service. The Seventh Concept, with its emphasis on equalizing the relative weight of each voice on the team, puts the spiritual principle of anonymity into practice. Though we may not all participate in every decision made in our fellowship, we all have the right to participate fully and equally in the decision-making processes in the service bodies in which we are members.

## **Eighth Concept**

*Our service structure depends on the integrity and effectiveness of our communications.*

Our fellowship's service structure is founded on the unity of our groups; to maintain that union, we must have regular communications throughout Narcotics Anonymous. Together, our groups have created a service structure to meet their common needs and to help them fulfill their common purpose. The effectiveness of the service structure depends on the continued unity of the NA groups, and on their continued support and direction. These things can only be maintained in an atmosphere of honest, open, and straightforward communication among all parties concerned.

Regular communication plays a large part in the fulfillment of our groups' final responsibility and authority for NA services. Through their GSRs, the groups regularly report their strengths, needs, ideas, and conscience to the service structure. Taken together, these group reports give our service boards and committees clear guidance in their efforts to serve NA as a whole. When the groups are regularly given full and accurate information from all elements of the service structure, they become familiar with the structure's normal patterns of activity. The groups are then able to recognize when something goes wrong with one of our service boards and committees, and are in a better position to know how to help correct the problem. And, knowing what kinds of resources are needed to fulfill service tasks, our groups are also more likely to provide the service structure with adequate support.

Clear, frequent two-way communication is an important prerequisite for delegation. When our groups ask the service structure to fulfill certain responsibilities on our behalf, we delegate to the structure the authority needed to make decisions related to those responsibilities. We need to be able to trust our trusted servants before we can confidently delegate them that degree of authority. That kind of trust depends in large part on continuing communication. So long as our service boards and committees regularly issue complete, candid reports of their activities, we can be confident that we have delegated our authority wisely.

Open and frank communication is a critical ingredient of effective leadership. To better know the ideas, wishes, needs, and conscience of those they serve, trusted servants must listen carefully to their fellowship. To give the NA groups the information they need to guide and support our services, NA leaders regularly distribute full, unequivocal reports. We do not want our trusted servants to constantly inundate us with every fact and figure possible, though we do expect them to provide us with complete information on all their activities and discussions if we ask for it. In communicating with those they serve, trusted servants demonstrate an open attitude, one that is inclusive, inviting, and clearly influenceable. Such openness and forthrightness may be uncomfortable, but is essential in maintaining the integrity of our services.

Finally, full and frequent communication is essential in the development of group conscience, the spiritual means by which we invite the influence of a loving God in making our collective decisions. To develop group conscience, communications must be honest and direct. Without the full picture, seen from all sides, our groups, service boards, and committees cannot develop an informed group conscience. When we gather together to consider service issues, we openly share ideas and information with one another, frankly speaking our minds and hearts on the matter at hand. We listen closely to one another, considering carefully the information and insights we've heard; we consult our individual consciences on the matter; then, we make a decision. A conscience fed on ignorance is an ineffective conscience, incapable of providing reliable guidance. An effective conscience can develop only in an atmosphere of regular, open communication among all parties concerned.

The purpose of our services is to help our fellowship fulfill its primary purpose: to carry the message to the addict who still suffers. Honest, open, straightforward communication is essential to both the integrity and the effectiveness of the NA service structure. Unity, group responsibility and authority, delegation, leadership, accountability, group conscience, participation—all depend on good communication among the various elements of the NA Fellowship. With regular two-way communication, our groups and our services are well positioned to uphold the ideals and fulfill the responsibilities described in our Twelve Concepts.

## **Ninth Concept**

*All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision-making processes.*

It's easy to discuss things with those who agree with us. But in recovery we've learned that our own best thinking may not necessarily offer us the best possible guidance. We have been taught that, before making significant decisions, we should check our judgment against the ideas of others. Our experience has shown us that the ideas of those who disagree with us are often the ones we need most to hear. The Ninth Concept puts this aspect of our recovery experience to work in the service environment. When making a decision, our groups, service boards, and committees should actively seek out all available viewpoints.

An effective group conscience is a fully informed group conscience. The Ninth Concept is one tool we use to help ensure that our group conscience is as well-informed as it can possibly be. In any discussion, it is tempting to ignore dissenting members, especially if the vast majority of members think alike. Yet it is often the lone voice, offering new information or a unique perspective on things, that saves us from hasty or misinformed decisions. In Narcotics Anonymous, we are encouraged to respect that lone voice, to protect it, even to seek it out, for without it our service decisions would undoubtedly suffer.

Concept Nine also encourages us, individually, to frankly speak our minds in discussions of service issues, even when most other members think differently. No, this concept is not telling us to become perpetual nay-sayers, objecting to anything agreed to by the majority. It does say, however, that we are responsible to share our thoughts and our conscience with our fellow members, carefully explaining our position and listening with equal care to the positions of others. When we show the courage necessary to speak our mind, while also showing respect for one another, we can be confident that we act in the best interests of the NA Fellowship. By insisting on thorough discussion of important issues, the worst we can do is take a little of each other's time; at best, we protect the fellowship from the consequences of a hasty or misinformed decision.

When a service body is in the process of making a decision, the Ninth Concept can be exercised in a variety of ways. If you are a member of that service body, all you need do is raise your hand and speak. If the point you wish to make is complex, you may wish to put it in writing, so that other members of the board or committee can study it more carefully.

If you are not a member of the service body in question but, as an NA member, still have something to say about a service matter, there are a variety of avenues you can take to express your position. By sharing your views at your group's business meeting, you ensure that your ideas will be included in the mix of group conscience that guides your GSR when she or he participates in service discussions. Many service boards or committees set aside a portion of their agenda for open forums, when you can speak your own mind on issues before the body. Fellowship newsletters and journals, from the local to the world level, often offer space where NA members can share their viewpoints on service matters at hand. Whether or not you are a member of a service body, there are a variety of ways in which you can personally exercise the Ninth Concept.

Our decision-making process is not perfect. Many groups, service boards, and committees acknowledge this, and the value of the minority's position, with every decision they make. Whenever a motion is approved by something less than unanimous consent, these service bodies often ask those who voted against the measure to state their reasons for doing so, either out loud or in writing. If the decision needs to be revised at a later date, such minority opinions may prove invaluable in helping chart a new service course.

Concept Nine encourages us to continue to consult group conscience, even after a decision has already been made. If discussions are raised about a question already decided, the body is bound to hear those discussions. It may be that, based on such discussion, a service body will alter its earlier decision. However, if a past decision is questioned, discussion is well heard, and the decision still stands, the time comes for everyone to accept that decision and to cooperate wholeheartedly in its implementation. Half-hearted support of, or outright resistance to, such a decision runs contrary to our principles of surrender and acceptance. Once a decision has been

made, reconsidered, and confirmed, we need to respect it, and go on about the business of serving our fellowship.

The expression of the individual conscience to the group is the foundation of group conscience. Without it, we block the guidance of a loving God, our ultimate authority. When a position supported by many of us is challenged by a few of us, our service boards and committees should always treat such input with great respect and careful consideration. The information and insights offered by the few may save us from dangerous mistakes; they may even lead us to new, previously undreamt-of horizons of service, where we might fulfill our fellowship's primary purpose more effectively than ever. For the sake of our fellowship, and for the sake of our members yet to come, our groups, service boards, and committees must always carefully consider all viewpoints in their decision-making processes.

## **Tenth Concept**

*Any member of a service body can petition that body for the redress of a personal grievance, without fear of reprisal.*

The Tenth Concept is our fellowship's guarantee of respect for the individual trusted servant. This concept may seem self-evident, but our belief in the principle involved is so strong that we want to say it loudly and clearly. Narcotics Anonymous is a spiritual society, with high ideals for how we treat each other. Our members, however, are only human, and we sometimes mistreat one another. The Tenth Concept is our spiritual society's promise that if one of us is wronged in the service environment, the aggrieved trusted servant may ask that the wrong be made right.

A variety of circumstances may require application of the Tenth Concept. In one case we know of, a member was nominated for office on his area service committee. The member left the room, allowing the committee to discuss his qualifications. During that discussion, certain ASC members groundlessly slandered the candidate's personal reputation; as a result, the member was defeated. This man found out about the discussion of his personal life, and its effect on the election, a few days later. Feeling hurt and angry, he decided to talk with his sponsor, inventory his own part in the matter, and pray for guidance. After taking these steps, he felt confident that he was entitled to petition the ASC for redress. He wrote a letter stating that he believed he had been wronged by the ASC, asking for a new ballot. The following month, his letter was read and discussed during the committee's sharing session. After having a chance to examine their consciences, the ASC members admitted that what they'd done had been wrong and agreed to conduct the discredited election over again.

The Tenth Concept's guarantee of the right to appeal for redress of a personal grievance is designed, in part, to protect those who exercise their Ninth Concept responsibility to speak their mind in service discussions. Together, the Ninth and Tenth Concepts support an atmosphere in which our members feel free to express themselves frankly on matters at hand. This open atmosphere is essential in developing an effective group conscience. If, after having demonstrated the courage of their convictions, individuals become the subject of reprisals initiated by those who have disagreed with them, the Tenth Concept allows them to petition the appropriate service body for redress of their grievance. Thus, the respect of our service structure for the rights of the individual NA member is guaranteed. In a fellowship such as ours, whose success is based upon mutual support and cooperation, that kind of respect for the individual is indispensable.

One such case involved a subcommittee member who exercised the responsibilities described in Concept Nine, speaking against a project proposed by the subcommittee chairperson. In the following months, the subcommittee chairperson stopped sending committee minutes and bulletins to the member, even neglecting to inform the member of the times and locations of future subcommittee meetings. The member contacted the subcommittee chairperson, asking



that the problem be corrected. The chairperson refused. The subcommittee member decided to appeal to the area service committee for redress of a personal grievance against the chairperson.

The Tenth Concept is our fellowship's guarantee of respect for the individual trusted servant. If you think you've been wronged in the course of your participation in an NA service body and wish to apply Concept Ten, talk to your sponsor about it, inventory your own involvement in the matter, pray, and meditate. If, upon reflection, you still believe you have been personally aggrieved and that you should petition for redress, write a letter explaining the situation to your service body, or share your problem in the body's sharing session. The service body then needs to address the matter and, if it agrees that you have been wronged, how to make amends. Hopefully, the Tenth Concept will need to be applied only rarely in NA service. Should the need arise, however, it is here, ready to put our spiritual fellowship's ideals into action.

## **Eleventh Concept**

*NA funds are to be used to further our primary purpose, and must be managed responsibly.*

NA members around the world contribute money to help our fellowship fulfill its primary purpose. It is incumbent upon every element of our service structure to use those funds to carry the NA recovery message as far as possible. To do that, our service bodies must manage those funds responsibly, accounting fully and accurately for its use to those who have provided it.

Narcotics Anonymous funds should always be used to further our primary purpose. Money is used to pay the expenses involved in running NA recovery meetings, to inform the public about NA, and to reach addicts who can't get to meetings. It is used to develop, produce, translate, and distribute our message in written form, and to bring our members together in a service community committed to the vision of spreading our message around the world to those in need. All of this is done in support of NA's spiritual aim: to carry the message to the addict who still suffers.

Service funds aren't easy to come by. To fulfill our primary purpose, we need all of the financial resources at our fellowship's disposal. Our groups, service boards, and committees must make prudent use of the money we give them, refusing to spend money frivolously or self-indulgently. With NA's primary purpose in mind, our services will avoid wasting money, using the funds they've been given to carry our message as effectively as possible.

One way we apply Concept Eleven is by establishing clear spending priorities and measuring each proposed expenditure against that priority list. Many groups, service boards, and committees have more items on their priority lists than their budgets will allow. In such cases, only the highest priorities can be funded.

Money is only one of the resources we must responsibly prioritize. While the Eleventh Concept applies directly to the management of funds, it also has implications for the management of all our service resources. Most projects depend as much on ideas, information, conscience, and members' time and willingness as they do on money. If we have the funds needed to carry out a project but lack the time or the ideas, we'd best wait until we've gathered *all* the needed resources before proceeding. If we don't, we will have wasted NA service funds. In responsibly planning and prioritizing our service efforts, we must consider the total resource picture, not just our finances.

In setting priorities, we may be tempted to look only at our own needs, tightly holding on to funds, spending money only on our own projects, and neglecting our role in providing needed funds to all levels of service. That kind of thinking is contrary to the Eleventh Concept. High on our list of priorities should be a commitment to further the goals of NA as a whole. For NA to deliver the services necessary to keep growing and fulfilling our primary purpose around the world, the flow of funds must not bottleneck at any point in our structure.

While groups are responsible to fund our services, they are also responsible to carefully manage their service contributions. When contributing money, groups should ask themselves

what that money will do once it leaves their hands. Will it aid in the delivery of useful services to the groups? Will it help carry our message to the addict who still suffers? Will the service board or committee use it wisely? Our groups are free to decide for themselves how much they will contribute to the different levels of our service structure. We encourage them to do so, and to do so responsibly.

This is not to suggest that groups earmark contributions for any particular subcommittees. The groups have created the service structure not only to deliver services on their behalf, but to *coordinate* those services. In delegating to the service structure the authority necessary to fulfill its responsibilities, the groups have also delegated the authority to coordinate the allocation of service resources at each level of service. That way, the needs and goals of all fields of service can be effectively balanced against the total resources of the coordinating service body.

Clear, frank communication from our service structure is the best way to help our groups contribute their funds in a responsible way. When the groups receive full, regular reports on the activities of their service boards and committees, they begin to see the total service picture. The groups should also receive information on how much those activities cost. That kind of communication helps assure our groups that their contributions are being handled responsibly.

Direct group contributions to our service structure encourage responsible management of service funds and help our services maintain their focus on NA's primary purpose. It is our experience that, when we make a commitment to fund the work of each level of the service structure exclusively through group contributions, we find it easier to maintain a strong link between our groups and our other service units. Our groups tend to be more aware of the work being done on their behalf and of their responsibility to provide their boards and committees with the necessary financial resources. When all levels of our service structure receive direct financial support from the groups, the bonds of mutual responsibility are strengthened between them. Additionally, by freeing our service boards and committees from the need to engage in fundraising activities, we make it possible for those service units to devote their full energies to the fulfillment of NA's primary purpose.

Accountability is an essential aspect of responsible NA financial management. When the members of Narcotics Anonymous provide groups, committees, offices, and conventions with funds, our service structure is responsible to account for how those funds are used. Regular financial reports, open books, and periodic audits of NA accounts, as described in the various guides developed for NA treasurers, help our members be sure their contributions are being used well, and help our services remain financially accountable to those they serve. Treasurers' reports help us see how well our actual service spending matches up with the priorities we've established. Consistent financial records help us make realistic spending plans for future service activities. Regular financial reporting and auditing also help deter the theft of NA service funds; and if funds are stolen, regular audits ensure that such thefts cannot go long unnoticed.

When NA members contribute service funds, they expect their money to be used carefully, and to be used for the sole purpose of furthering our primary purpose. By accepting those contributions, our groups, service boards, and committees make a commitment to use those funds to carry the NA message, and to manage them responsibly.

## **Twelfth Concept**

*In keeping with the spiritual nature of Narcotics Anonymous,  
our structure should always be one of service, never of government.*

Selfless service is an essentially spiritual endeavor. Our Twelfth Step says, in part, that "having had a spiritual awakening," we individually "tried to carry this message to addicts." Our collective service efforts arise from that same spiritual foundation. Having experienced the results of this program in our own lives, we join together to carry the recovery message farther

than we could individually. NA service is not about forcing our will or our ideas on others; rather, it is about humbly serving them, without expectation of reward.

This principle underlies all we do in our groups, service boards, and committees. The Twelfth Concept reminds us that we ourselves have experienced recovery only because others put this selfless principle into action before us, taking the time and the care to carry the NA message to us when we were still suffering from active addiction. In service, we express our gratitude for the recovery others have shared with us by carrying ours to others. Nothing could be further from the drive to rule or direct than this spirit of selfless service.

Our groups were created because we found that, alone, we could not “stop using drugs, lose the desire to use, and find a new way to live.” In the same way, our groups have joined together to create a service structure, a cooperative effort designed to help them carry the message further than they could carry it separately. The service structure has not been created as a way for some groups to force others to do their bidding. Rather, it has been developed to combine the strength of our groups to better fulfill necessary services which usually cannot be fulfilled well, if at all, by individual groups: developing and distributing materials that share our message in print, providing information about NA to the general public, transmitting our message to addicts who cannot attend meetings, and supporting new groups and new NA communities. NA service is the cooperative effort of trusted servants receiving guidance from the groups, not a rule enforced by a governing body.

The process of joining together to create the service structure is an expression of our groups’ humility. Separately, they can do far, far less to fulfill our fellowship’s primary purpose than they can do together. In the same way, the various elements of our service structure each play their own particular role in the broader Narcotics Anonymous service plan. All the elements depend on all the others for their effectiveness; when any one element attempts to act as an agency of government, rather than a vehicle for service, it strains the ties that bind us all together, threatening our fellowship’s overall effectiveness in fulfilling its primary purpose. Humility is an essential attribute of nongoverning service in Narcotics Anonymous.

In order to serve well, each element of our service structure must make an earnest effort at effective communication. As groups, as trusted servants, as service boards and committees, we must share fully with others, and listen carefully and respectfully to their words to us. Others may use language to divide the strength of their opponents, so that they may rule them; in NA service, we share with one another so that we may combine our strength, the better to fulfill our fellowship’s primary purpose. To maintain our accountability to those we serve, we are bound to inform them in a complete, accurate, and concise fashion of our activities. The nongoverning nature of our service structure dictates that we seek others’ advice in our own decisions, their consent in decisions affecting them, and their cooperation in decisions affecting us all. Open, honest, and straightforward communication nurtures the spirit of service in our fellowship, and poisons the impulse to govern.

The kind of authority that our groups have delegated to our boards and committees is the authority to serve, not to govern. Each element of our service structure, from the group to the world, has its own role to play; all, however, serve together as a team, striving toward a common goal, “that no addict seeking recovery need die without having the chance to find a new way of life.” It is our sometimes hard-won experience that quality service, just like quality recovery, can only be accomplished in an atmosphere of mutual respect, mutual support, and mutual trust. Together, we recover, and together, we serve—this is the spiritual core of our program, the foundation of our fellowship. A structure based on that foundation could only be one of service, never of government.

## Study Materials

These notes and questions have been put together to help individuals and study groups review the Twelve Concepts. Under each section are brief summary notes touching the major points of each concept. You or your study group may wish to use the note questions, among others, to ask yourselves about how NA services work and how the Twelve Concepts might be applied in your locale.

### First Concept

*To fulfill our fellowship's primary purpose, the NA groups have joined together to create a structure which develops, coordinates, and maintains services on behalf of NA as a whole.*

The primary responsibility of an NA group is to conduct its recovery meetings, carrying the message directly to the addict who still suffers. Groups join their strength in the service structure, ensuring that other services—H&I, PI, literature development, for example—are fulfilled effectively and without distracting the groups from their own primary responsibility.

#### Study and discussion questions

1. Does your group hold regular business meetings? (See *The Group Booklet*, pp. 9-10.)
2. Does your group regularly talk about how it can better fulfill its primary purpose?
3. After paying the expenses for literature, refreshments, and meeting-hall rent, does your group have enough money to conduct other services on its own?
4. Can your group perform a variety of organized services like PI work, H&I panels, phoneline management, and literature development while still attending to its recovery meetings?
5. Does your group send a representative to your local area service committee? Do you contribute money to your ASC on a regular basis?

### Second Concept

*The final responsibility and authority for NA services rests with the NA groups.*

The groups have final responsibility for and authority over the service structure they have created. By fulfilling their responsibility to provide their service structure with the conscience, ideas, people, and money it needs, the groups also exercise their authority. Conversely, the service structure must always look to the groups for support and direction.

#### Study and discussion questions

1. Does your group have any way of letting your area committee know whether it's meeting your needs? How?
2. Does your group's GSR regularly take part in ASC meetings? Do you regularly contribute to the ASC? Do these things give your group any say about the way NA services are administered? How?
3. How frequently is your group consulted on service matters by the ASC? The RSC? The WSC? Do you want to be consulted more often? Less often?
4. What does the Second Concept say to our service boards and committees? Does your group believe that message is heard and understood by our service structure? If not, what can your group do about it?

### Third Concept

*The NA groups delegate to the service structure the authority necessary to fulfill the responsibilities assigned to it.*

In day-to-day matters, the groups have given our service boards and committees the practical authority necessary to do the jobs assigned them. This is not a blank check issued to the service

structure; the group's final responsibility and authority, spoken of in the Second Concept, still apply. To make Concept Three work, we must carefully select trusted servants.

### **Study and discussion questions**

1. In general, what does your group think about the concept of delegated authority?
2. If your group were consulted on every decision that had to be made by every service board, committee, or subcommittee at the area, regional, and world level, would you still have enough time and energy to address your own group's business? Would your group have enough information to be able to offer intelligent advice on such matters?
3. If the service boards and committees serving your group could act only after consulting your group, would they be able to act swiftly enough in performing the duties your group has given them?
4. In the essay on the Second Tradition in our Basic Text (p. 60), it says "We are mismanagers and not one of us is capable of consistently making good decisions." If this is true, how can we responsibly delegate to our trusted servants the kind of authority called for in the Third Concept?

## **Fourth Concept**

*Effective leadership is highly valued in Narcotics Anonymous. Leadership qualities should be carefully considered when selecting trusted servants.*

The trust necessary to confidently delegate authority is founded on the careful selection of trusted servants. Leadership is very important to the welfare of our fellowship. True, our leaders are but trusted servants, not governors; yet we also expect our trusted servants to lead us. If we select them carefully, we can confidently allow them to do so. The essay on this concept describes an array of leadership qualities to be considered when selecting trusted servants.

### **Study and discussion questions**

1. Read NA's Second Tradition. Does NA have leaders? If so, what kind of leaders? Does a fellowship that makes collective decisions need leaders?
2. Does your group have leaders? If so, who are they? In what sense can they be called "leaders"? Could your group do without leaders? Could a service board or committee do without leaders?
3. According to this essay, what are some of the skills and personal traits we seek when selecting trusted servants? What is the real foundation of NA leadership?
4. "Effective NA leadership knows not only how to serve, but when it will serve best to step aside and allow others to take over." Discuss rotation of leadership.
5. What does NA leadership have to do with recovery? With selfless service?

## **Fifth Concept**

*For each responsibility assigned to the service structure, a single point of decision and accountability should be clearly defined.*

In defining a single point of decision for each service assignment, we eliminate confusion about who has authority to do what. We also clarify accountability for our services: whoever is given the authority for a particular task will be held accountable for the fulfillment of that task.

### **Study and discussion questions**

1. Does your group assign particular tasks to particular people? Does this help ensure that important jobs actually get done?
2. Does anyone in your group know of a situation, either in the group or in a service board or committee, where more than one person or subcommittee were given responsibility for the same task? What happened?

3. If three different people are all given equal authority in a particular service matter and the work is not done, who can be held accountable?

## **Sixth Concept**

*Group conscience is the spiritual means by which we invite a loving God to influence our decisions.*

Group conscience is the means by which we bring the spiritual awakening of the Twelve Steps to bear in making service-related decisions. It is fundamental to our fellowship's decision-making process. It is not, however, merely a euphemism for "voting" and is not itself the NA decision-making process.

### **Study and discussion questions**

1. What do we mean when we say that NA is a spiritual society? Does a spiritual society approach the decision-making process differently than other organizations?
2. Is "group conscience" just NA's way of saying "voting"? (As in, "Let's take a group conscience on that.") In what way is group conscience distinct from our decision-making process? In what way is group conscience a fundamental *part* of that process?
3. Read NA's Second Tradition. Does the Sixth Concept conflict with the Second Tradition, or help clarify it?
4. Read NA's Twelfth Tradition. How does the practice of the Sixth Concept help us focus on "principles, not personalities" when we make service decisions?
5. Besides decision making, in what other areas of our fellowship's life can we see group conscience at work?

## **Seventh Concept**

*All members of a service body bear substantial responsibility for that body's decisions and should be allowed to fully participate in its decision-making processes.*

Who should take part in our decision-making processes? The participation of all members of a service body provides the broadest group conscience and the soundest foundation for service decisions.

### **Study and discussion questions**

1. Right now, who participates in your ASC meetings? Why?
2. Who participates in your group's business meetings? Why?
3. Do all the members of your ASC bear substantial responsibility for the NA services delivered in your area? Do all the members of a particular subcommittee bear substantial responsibility for that subcommittee's work? Are there any differences in the way members participate in area committee meetings and in a subcommittee meeting? Why, or why not?

## **Eighth Concept**

*Our service structure depends on the integrity and effectiveness of our communications.*

Regular communication is essential to the fulfillment of all these concepts, and to the integrity and effectiveness of our services themselves.

### **Study and discussion questions**

1. How does regular communication support the Second Concept? The Third Concept? The Fourth Concept? The Sixth Concept?
2. How could a lack of regular communication undermine those concepts, and the integrity and effectiveness of our service structure?
3. Does your group receive regular communication from the trusted servants, service boards, and committees that serve it? Does your group regularly communicate with those trusted

servants, service boards, and committees? How has this communication—or lack of communication—affected your group? The service structure?

## **Ninth Concept**

*All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision-making processes.*

To check judgment, to guard against hasty or misinformed decisions, and to invite the sharing of new ideas, our services must consider all viewpoints when making plans. This is essential to the development of a fair, wise, balanced group conscience.

### **Study and discussion questions**

1. “An effective group conscience is a fully informed group conscience.” Why is it important to make sure all viewpoints are considered when making service decisions?
2. In your group, area, or region, how can an individual member voice his or her viewpoint on a service decision at hand?
3. Do NA services make the effort they should to seek out new, different viewpoints? Do NA services stifle opposing viewpoints?
4. How do you know when it’s time to speak up against a decision of the majority? When it’s time to accept a decision and surrender to group conscience?

## **Tenth Concept**

*Any member of a service body can petition that body for the redress of a personal grievance, without fear of reprisal.*

The Tenth Concept encourages us to treat each other with respect in the service environment, and provides us with a means of making amends when we wrong others. The essay describes ways in which an individual who feels he or she has been wronged can go about seeking redress of his or her grievance.

### **Study and discussion questions**

1. Do you know of anyone who has been wronged in service? Has that wrong been made right?
2. “Together, the Ninth and Tenth Concepts support an atmosphere in which our members feel free to express themselves frankly on matters at hand.” Have you ever been afraid to speak your conscience in service meetings? Do you know of anyone, in your area or elsewhere, who has been afraid to speak freely? If so, why? Would the Tenth Concept ease such fears?
3. When is it appropriate to apply the Tenth Concept? When is it not appropriate?

## **Eleventh Concept**

*NA funds are to be used to further our primary purpose, and must be managed responsibly.*

The Eleventh Concept establishes the sole absolute priority for the use of NA funds: to carry the message. The importance of that priority calls for total fiscal accountability. Direct contributions to each level of service help us focus on our primary purpose and enhance accountability.

### **Study and discussion questions**

1. What is money used for in your group? Your area? Your region? Your world services?
2. Rank the following group budget priorities:
  - NA literature
  - refreshments
  - meeting-hall rent



- group reserve
- service donations

Why did you rank them in the order you did? Does your group have standing budget priorities, or does it handle such questions from month-to-month?

3. Do you know of instances where NA money has been spent frivolously at the group level? In an area or regional committee? In world services? What was “frivolous” about the way that money was spent? How should it have been spent instead?
4. Are NA funds well-accounted for in your group? Your area and region? In world services? If not, what kinds of financial reports would you like to see instead?
5. “Direct group contributions to our service structure encourage responsible management of service funds and help our services maintain their focus on NA’s primary purpose.” Does your area or region depend on NA fundraisers for a significant portion of its income? Is that wise? How does it affect the relationship of the ASC or RSC to your group? Would that relationship be any different if groups contributed directly to each level of service? Would our service boards and committees be able to operate solely on income from direct group contributions?

## **Twelfth Concept**

*In keeping with the spiritual nature of Narcotics Anonymous,  
our structure should always be one of service, never of government.*

Within the context of the Twelve Concepts, as a body, this concept serves much the same function as Tradition Twelve does in the context of the other traditions. The Twelfth Concept brings our consideration of concepts for NA service back to the spiritual root of selfless service. A structure based on that foundation could only be one of service, never of government.

### **Study and discussion questions**

1. What is the difference between service and government?
2. The difference between a governing organization and a service organization is often not of structure but of spiritual foundation and purpose. What is it about NA’s primary purpose and its spiritual identity that says “our structure should always be one of service, never of government”?
3. The essay on the Twelfth Concept talks about how gratitude, humility, communication, and selflessness help our structure remain “one of service, never of government.” Discuss these things.
4. Discuss how the Twelfth Concept applies to each of the eleven other concepts.

## Twelve Steps

1. We admitted that we were powerless over our addiction, that our lives had become unmanageable.
2. We came to believe that a Power greater than ourselves could restore us to sanity.
3. We made a decision to turn our will and our lives over to the care of God *as we understood Him*.
4. We made a searching and fearless moral inventory of ourselves.
5. We admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. We were entirely ready to have God remove all these defects of character.
7. We humbly asked Him to remove our shortcomings.
8. We made a list of all persons we had harmed, and became willing to make amends to them all.
9. We made direct amends to such people wherever possible, except when to do so would injure them or others.
10. We continued to take personal inventory and when we were wrong promptly admitted it.
11. We sought through prayer and meditation to improve our conscious contact with God *as we understood Him*, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as a result of these steps, we tried to carry this message to addicts, and to practice these principles in all our affairs.

## Twelve Traditions

1. Our common welfare should come first; personal recovery depends on NA unity.
2. For our group purpose there is but one ultimate authority—a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for membership is a desire to stop using.
4. Each group should be autonomous except in matters affecting other groups or NA as a whole.
5. Each group has but one primary purpose—to carry the message to the addict who still suffers.
6. An NA group ought never endorse, finance, or lend the NA name to any related facility or outside enterprise, lest problems of money, property, or prestige divert us from our primary purpose.
7. Every NA group ought to be fully self-supporting, declining outside contributions.
8. Narcotics Anonymous should remain forever non-professional, but our service centers may employ special workers.
9. NA, as such, ought never be organized, but we may create service boards or committees directly responsible to those they serve.
10. Narcotics Anonymous has no opinion on outside issues; hence the NA name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, and films.
12. Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities.

Twelve Steps and Twelve Traditions reprinted for adaptation by permission of AA World Services, Inc.

## **Twelve Concepts**

1. To fulfill our fellowship's primary purpose, the NA groups have joined together to create a structure which develops, coordinates, and maintains services on behalf of NA as a whole.
2. The final responsibility and authority for NA services rests with the NA groups.
3. The NA groups delegate to the service structure the authority necessary to fulfill the responsibilities assigned to it.
4. Effective leadership is highly valued in Narcotics Anonymous. Leadership qualities should be carefully considered when selecting trusted servants.
5. For each responsibility assigned to the service structure, a single point of decision and accountability should be clearly defined.
6. Group conscience is the spiritual means by which we invite a loving God to influence our decisions.
7. All members of a service body bear substantial responsibility for that body's decisions and should be allowed to fully participate in its decision-making processes.
8. Our service structure depends on the integrity and effectiveness of our communications.
9. All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision-making processes.
10. Any member of a service body can petition that body for the redress of a personal grievance, without fear of reprisal.
11. NA funds are to be used to further our primary purpose, and must be managed responsibly.
12. In keeping with the spiritual nature of Narcotics Anonymous, our structure should always be one of service, never of government.

The Twelve Concepts for NA Service were modeled on AA's Twelve Concepts for World Service,  
published by Alcoholics Anonymous World Services, Inc.,  
and have evolved specific to the needs of Narcotics Anonymous.



BALTIMORE AREA SERVICE COMMITTEE OF N.A.  
WEB-SERVANT  
217 N. WARWICK AVENUE  
BALTIMORE, MD. 21223

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December 2, 2023

Greeting BASC Area,

Thank you for allowing me to serve. I will do what is needed to be of service in this position. I would also like to thank all our members for being of service. Thank you for your time and commitment to service. We encourage all members to come aboard and take on a commitment “...*because we can only keep what we have by giving it away*”.

The website is currently up and running. We are currently at **0162386** views. My intention is to keep the Baltimore Area well informed with information concerning our fellowship. For monthly updates (committee meetings, events, etc.) I encourage all members to review the calendar and the section labeled Upcoming Events @ <https://www.baltoareana.org/>. If you have any questions or concerns, feel free to contact me via email [bascwebservant@yahoo.com](mailto:bascwebservant@yahoo.com). Thank you in advance for your time and cooperation.

Best Regards,  
Kia B.  
Web-servant Chair

