

CP Web Meeting September 2024

The September 2024 conference participant web meeting was held on Saturday, 21 September at 11:00 am Pacific Time. The meeting was attended by 83 RDs, 5 ZDs, 61 ADs, 15 WB members, 7 Zonal Contacts, 3 HRP members, 2 Cofacilitators, 6 interpreters, and 15 staff.

Irene (WB Chair) welcomed the participants, stated that there would be Farsi, Japanese, Portuguese, Russian, and Spanish interpretation, and went over translation feed and naming protocols. She then opened the meeting with the Serenity Prayer.

Irene thanked everyone and noted that this would be the last CP meeting before the interim CAR/CAT comes out at the end of November. The purpose of the meeting would be to provide an overview of where things stand with World Services, including our new website and some items the board intends to introduce for decision at the interim WSC meeting. It is scheduled for 90 minutes and includes a Q&A session but no small-group discussion. Irene added that the board is getting ready to meet with their consultant, Jim Delizia, to prepare for the upcoming planning sessions at the interim WSC.

Irene then turned the meeting over to Anthony for the NAWS update.

Anthony began by acknowledging that it has been some time since NAWS provided CPs with any financial updates due to the system changeover that is still underway and the diversion of resources caused by the world convention. He described it as a perfect storm of issues: the crashing of na.org and the accelerating schedule to replace our website coupled with the financial system changeover and the planning and implementation of WCNA 38 was a lot to take on simultaneously. Although Anthony had planned to give CPs a draft of a financial report for this meeting, in preparing to do so he noticed so many things that need to be restructured in the WSO's reporting that he realized giving the statement would cause unnecessary questions and confusion. He explained that we need to finish all of the system conversions and changeover issues, which will allow the time to verify the necessary account beginning balances that were transferred into the new system and to reformat our statements to pull Iran operations completely into its own company to eliminate the skew in the NAWS consolidated financial statements.

However, Anthony could say with confidence that, as of 15 September, there were 6.88 million dollars in all cash accounts excluding Iran, of which over 3.5 million are proceeds from WCNA. Some of the WCNA expenses had been paid by that time, while others still need to be paid. Anthony stated that he did not believe that after paying all of the bills from WCNA we will use all our cash reserves.

Anthony then transitioned to the NA Survival Kit, which sold out of commemorative slipcover version on Friday and the regular version is now available for \$20 (item number 9425) in the NAWS online store. The Survival Kit has been well received, and a reprint of the

regular version is already being planned due to demand. The commemorative slipcase will *not* be reprinted, although members have asked about this. Translations of the Survival Kit into Farsi, Spanish, and Brazilian Portuguese are in the pipeline; keep in mind these must also be balanced with the WSO's regular translations work.

Anthony added that an online store will soon be created to sell leftover WCNA merchandise, with details to come soon.

Next, Anthony addressed the questions about the convention outcome. Since bills are still being paid and rebates are still being reconciled, it is too early to give concrete numbers, but it is clear that WCNA 38 will incur a significant financial loss when the dust settles. There were only 17,160 paid registrations, with approximately 1,300 newcomer badges given away, and the lowest onsite registration of any world convention in Anthony's memory. On a positive note, Anthony reported, most people who attended had a wonderful convention experience. He added that the people involved from a PR perspective were some of the best people in government, treatment, and corrections today. Tremendous strides were made towards better cooperative relationships with people who make daily differences in the lives of suffering addicts. Anthony urged everyone to please help to continue this work by encouraging members to participate in the Membership Survey. He hopes to have recordings of the PR sessions available for use as a tool at some point.

Continuing on the subject of WCNA, Anthony said that one of the reasons we establish reserve accounts is to endure the unforeseen. It was not foreseeable that six years after Orlando, which had over 21,000 registrants, we would not be able to sell 24,000 registrations for a location that was within 5 hours' drive of some of the most densely populated NA communities in the Fellowship.

Anthony explained that it will take a while to determine exactly how much money was lost, as merchandise, events, and onsite office sales still need to be factored in. He reminded everyone that the World Service Conference had consensus to suspend the WCNA rotation policy in 2023. That means nothing is certain about the future of the world convention. Once the figures from WCNA 38 come in, the Business Plan Group and the World Board will continue their discussions about what seems possible and practical for the World Convention. The board will report any recommendations they have to conference participants and seek conference participants' approval.

Amid all kinds of speculation about why members did not choose to come to DC, NAWS sent out a myth-busting communication to try to dispel some of the misinformation being circulated. NAWS is working to resolve the beginning account balance issues and the reporting format issues to be able to provide a clearer financial report in the future.

Anthony thanked everyone who did attend WCNA and hopes they had a great time. As always, he said, the patience of conference participants for NAWS to work out its issues is greatly appreciated. He also thanked everyone who submitted pictures from their events

around the world, many of which were used in the videos put together for the four main meetings Thursday through Sunday. Those videos will be uploaded to the CP Dropbox next week, but before doing that, Anthony issued an important warning: These videos are *not* for posting on social media or for distributing. They are for playing at Fellowship events, service meetings, conventions, and so on. Out of respect for members' anonymity, you must be cautious with these videos. By all means show them at events and enjoy them, but they are not for public posting.

Those videos represent much of the spirit of the convention, Anthony said. The ten meetings that were streamed from WCNA 38 received over 36,000 log-ons to Mixlr. There are obviously a lot of duplicates in that number from the same person logging on to several meetings. The Saturday night meeting had 7,932 listens in 6 languages – English, Spanish, Portuguese, French, Russian, and Japanese. Some portion of that number were present at WCNA 38 as this was also our translation vehicle for the event.

If you were at the convention or listened to the main meeting on Saturday night, Anthony continued, you know NAWS has rekindled its efforts to raise awareness about the need for member support of World Services. Anthony then turned the meeting over to Jack, who handled that portion of the Saturday night meeting at the World Convention and has been instrumental in moving this project along.

Jack thanked Anthony. Although reluctant to repeat what he said at WCNA, he hoped to explain a little bit about what NAWS is trying to accomplish and ask for participants' help.

Jack said that many in the room had probably heard Anthony or someone else state that member contributions are the most sustainable form of income for World Services. For decades, Jack continued, NAWS has dreamed about shifting its reliance from literature sales to become self-supporting through member contributions. At the very first World Convention, in 1971, members spoke of the need to raise funds to support a central office. Individual members pledged to contribute money on a monthly basis.

Jack quoted the project plan adopted at the 2023 World Service Conference: *One of the key goals of the Invest in Our Vision initiative is to enhance members' understanding and commitment to contributing both time and resources to Narcotics Anonymous (NA), particularly NA World Services.*

He explained that NAWS created a new brochure some months ago, available from the WSO, and also produced the When We Share bookmarks for WCNA38, which may be available soon.

Showing the "Carrying the Message" map onscreen, Jack said that today we have more than 72,000 meetings in 143 countries and 100 languages. And while phonelines, H&I meetings, and events happen around the world because of the efforts of local service bodies, NA World Services fills a unique and necessary role—supporting NA in developing

communities, protecting our copyrights, overseeing translations, working with professional researchers and correctional facilities, organizing the World Service Conference, and much more. Jack reminded the room of the wealth of information on na.org and the Instagram account about the services NAWS provides.

Jack then brought up a few more accomplishments, beginning with an inmate tablets update. As a result of World Services' work together with local trusted servants and nonaddict professionals, 1.2 million people in jails and prisons now have access to free NA literature on tablets. Some of those folks gave shout outs on Sunday morning at the Unity Day meeting. World Services remains committed to making sure literature is available to those who need it.

Jack then showed a slide of a Zambian member receiving literature for the first NA group in his country. He reiterated that all of NA's pamphlets, booklets, and audio versions of the Basic Text are posted for free download, and NAWS gives away and subsidizes hundreds of thousands of dollars of literature to members and communities in need every year. In the fiscal year ending June 2023, the amount was almost three-quarters of a million dollars.

Jack explained NAWS' goal of becoming less reliant on literature sales to provide these services. He again encouraged members to consider setting up a recurring contribution to World Services at na.org/give.

As a response to the presentation and the other efforts of this project at WCNA 38, Jack added, 402 people committed to recurring contributions at the convention, and 100 more have done so since then, bringing the expected monthly total from recurring contributions to just over \$28,000. Slowly, progress is being made toward the goal of supporting services through member contributions.

Jack urged the CPs, as leaders in their communities, to help spread the word and raise awareness about the need for contributions. After thanking everyone for their attention, turned the meeting back over to Anthony.

Anthony thanked Jack for his dedication to the principle of self-support. He then turned to the topic of the European web store, acknowledging that some non-US members have been disappointed when trying to order copies of the Survival Kit. He apologized for any difficulties. NAWS is doing its best to resolve the situation with WSO Europe and are now catching up on all of the backorders that existed in the WSO-E shopping cart. They are continuing to ask members with small orders to try and fill them locally if possible. If you have questions about a European order, please email wsoeurope@na.org. NAWS is committed to resuming full operations in Europe and continues to thank conference participants for their patience while they continue to determine the best way to do so.

On a more immediately positive note, Anthony added, one of the big changes since the last CP web meeting is the new na.org. A new website had already been in the works, and the

team would have taken more time to get it up and running had the old website not become untenable shortly before the world convention. Anthony turned the meeting over to David, who among other duties is the NAWS webmaster.

David thanked Anthony, reiterating that the website crashed in the process of building a new one. Fortunately, enough had been put together to launch the new site pretty quickly, though not without some sleepless nights, David said.

He thanked the members who indicated an IT interest on the volunteer form and came to the website focus group meeting, mentioning that those members would see some of their very helpful ideas reflected in his demonstration of the site.

Before starting the tour, David highlighted three key features of the new website. One, the site is now responsive, meaning it will function well on mobile, desktop, and tablet. Before, the desktop and mobile versions felt like two different sites, which they essentially were as both needed to be updated separately each time. With the new website, a single update takes effect across all devices.

Secondly, David noted that the site is hosted on the cloud server, as opposed to the previous in-house onsite server in Chatsworth. The Cloudflare content delivery network allows content to be delivered a lot faster and more securely because it's spread across many different servers across the world.

David's third highlight was that the new site is on WordPress, which is a robust open-source CMS that allows for an unprecedented degree of flexibility when it comes to integrating with other software and the overall user experience.

He then began the tour with an overview of the homepage, which is more dynamic than its predecessor and speaks to three different groups of visitors: members, people looking for help with a drug problem, and professionals. He demonstrated how the tabs dedicated to each of these groups open to reveal relevant resources and links. Further down the homepage, he pointed to a Daily Meditations section featuring the *Just For Today* and *Spiritual Principle A Day* readings. David also pointed to the changes to the main menu, which he hopes will make it more intuitive and less overwhelming. Effort was made to break up some of the categories that functioned as a catchall. The online store is still a subdomain of na.org, so it takes you to another website.

On the old website, David continued, all of the pages looked the same. He explained that one intention with the new site as to give a different look and feel to different types of pages. Each section of the site (recovery, service, etc.) has a different background image in the page headers. The idea is to give people an idea of what they are looking at and where they are on the website. David also explained that while the old site had just a lot of text on the screen, the new site aims to move towards something with more dimension using graphics, buttons, and colors. He illustrated this change by demonstrating the way

literature is displayed—using images of the actual literature—and the addition of hub pages that show what the different areas of each section include.

David said that many features, like the Daily Meditations and the Meeting Finder, used to be hosted outside the na.org itself but have now been integrated so that users do not have to leave the site to use them. The chief exception is the subscription page.

David also demonstrated how the new site uses new tools to help make the pages more user-friendly, such as toggles or accordions to nest information instead of the wall of text that was especially overwhelming on a mobile phone. In the same vein, David noted that the new features more buttons instead of text links, since buttons are easier to touch on a mobile phone.

David pointed out that a few things are still missing from the site, as it had to get done in record time. The most notable of these is the search function. The site *will* have a search bar, but it will take time to create a search function that is effective, as doing so requires indexing over 5,000 documents. But, David did point out that the site now includes a site map to help with navigation.

Another forthcoming improvement will be making the free recovery literature more mobile-friendly by displaying it in html form instead of just pdfs. Additionally, David mentioned that a handful of links are missing, because the files they linked to were too large to post on the server. Eventually, those files will all be made accessible via another server. There will eventually be an archive where material from past decades can be accessed without impeding the user's ability to find current material. The Local Events page will eventually become more complete and robust. Last but not least, the accessibility widget will be added for those with additional needs.

David asked that those with ideas or questions about the website please email webmaster@na.org. Then he turned the meeting back to Irene.

Irene thanked Anthony and David, sharing that she was looking forward to exploring the new website more on her own. She also thanked everyone who helped make the World Convention possible. Falling short of the target registration numbers does not diminish the amount of work it took to put on the event and the positive experience everyone had.

Irene pointed out that, in addition to all the recovery speakers, the world convention featured a number of service workshops (the Power of Loving Service), PR sessions, and World Board Forums. All the Issue Discussion Topics were explored during the board forums, and Irene reminded those who have attended an IDT workshop at WCNA or elsewhere to fill out the survey input form on na.org/survey. She invited anyone who wants to see any changes with any of the IDTs or has ideas for how to evolve the topics to please email their input to the World Board.

In addition to the IDT surveys online, she continued, there is also a survey on whether to revise or produce new step working materials. Irene was happy to report that the survey is now posted in English, French, German, Hebrew, Hungarian, Italian, Norwegian, and Spanish. The survey will be posted until mid-March.

The most recent survey posted is the Membership Survey, which will be online until the end of January 2025. Irene explained that this survey is critical to NA's PR efforts and our understanding of ourselves as a Fellowship. The results are published in the membership survey pamphlet, which is posted at na.org/pr. That pamphlet is a powerful testimony to NA's effectiveness, Irene said. Although we as members know that NA works, she added, many professionals who treat addicts are not convinced by experience, strength, and hope; they want data. Our membership survey provides that data. It is the raw material that is turned into research, scholarly articles, presentations and our Membership Survey pamphlet which is a powerful tool for PR service work throughout NA.

Irene explained that in the past, NAWS has partnered with the European Delegates Meeting and Russia, encouraging enough of their members to participate that their data could be pulled into European and Russian versions of the survey results, publications which have helped in those regions' PR efforts. The responses to past Membership Surveys have clearly shown the benefits of delegates who help to encourage their members to participate, she said, urging CPs to get the word out and help to create a clear and accurate picture of NA today.

The survey is posted in English, German, Brazilian Portuguese, Spanish, and for the first time, Farsi. Anyone who would like to see the membership survey, or any NAWS survey, posted in another language and is willing to do the translations or knows someone who is, should email wb@na.org for a copy of the file.

Now that the convention is over, Irene said, project work is picking back up. Prior to WCNA, a number of different focus group meetings were held, including focus groups to help guide revisions to *The Loner* IP and to develop a draft of Virtual Service Basics. Work has resumed on both of those projects and participants will be notified when there is more to report.

Irene then drew attention to the new Delegate Digest just posted to the top of the conference page—na.org/conference. She reminded the participants that Delegate Digest is a one-page compilation of links and information for delegates and other interested members. The sort of updates reported in this web meeting are typically referenced there.

The last topic on the agenda for the day was the items the board plans to offer for decision in the interim CAR/CAT. Irene mentioned that some of these were touched on during the July conference participant web meeting, but participants might appreciate a refresher.

Irene reminded the group that much of the Interim WSC would be devoted to taking the next steps in building the 2026-2029 NAWs Strategic Plan. She turned the meeting over to Tim for an overview of the motions the board plans to offer in the interim CAR/CAT.

Tim thanked Irene and joked about having flashbacks to his time as a WSC cofacilitator. He announced that a date had been selected for the interim meeting: February 15th, which is two weeks before the interim meeting begins.

Tim said he would be going through a list of motions the board believes it will offer in the interim CAR/CAT. There will be time to talk more about all of these at the next conference participant web meeting on the 7th of December, after the Interim CAR/CAT is posted. For now, Tim explained, the preliminary list will serve as a sort of preview of coming attractions.

As done in the past, Tim said, a motion will be used to approve the last WSC's minutes to start out and help familiarize everyone with the process. Those draft minutes are posted on www.na.org/conference.

He added that one of the most important things to do at the meeting will be to approve a budget for the last year of the conference cycle as well as to extend the reimbursement policy through the end of the cycle. The draft budget will be in the interim CAR/CAT.

The interim CAR/CAT contains a number of items intended to make WSC 2026 more effective. Tim explained that these motions will all come from the board, but a number of them are offered on behalf of the HRP and Cofacilitators. Some of them were intended for decision at the Moving Forward session back in 2023, but CPs who were at that session may remember that it went a bit sideways and didn't cover everything planned.

Conference participants can expect to see motions that clarify the definition of what an amendment is, that establish deadlines for amendments and seating motions, and that update the language in GWSNA related to replacement motions and amendments offered during WSC discussion to be consistent with current WSC rules. Expect to see motions that clarify the definition of what an amendment is and that establish first draft deadlines for amendments and seating motions of 45 days before WSC 2026 and final draft deadlines of 30 days prior to the WSC, so that the items can be translated and polled in advance of the conference. Because the timeline is tighter, those deadlines would be 30 days for the first draft and 15 days for the final, at the interim WSC meeting. There will also be a motion to update the language in GWSNA related to replacement motions and amendments offered during WSC discussion to be consistent with current WSC rules.

As in the past, the board will ask the conference to adopt these new processes on a trial basis for one conference only, and if they seem to work well, the conference can then decide to adopt them as ongoing policy.

Similarly, Tim continued, the HRP had a number of items they hoped to have decisions on during the Moving Forward session of WSC 2023, and the board intends to offer them as a

pair of motions in the interim CAR/CAT. These ideas were discussed at the May conference participant web meeting. A report and recording from that meeting are in the CP Dropbox.

Tim explained that both these motions would formalize, or put into policy, the processes that were used at the last conference. In other words, these are not new ideas. The HRP spent much time reporting on and discussing these ideas, and they were road tested at the last WSC.

The ideas are to require each candidate for nomination to a World Services position to have an RBZ recommendation (which is a recommendation from a region, zone, or the World Board) submitted to the HRP; and to repurpose the data in the World Pool, as it will no longer function as the previously anticipated resource for potential nominees.

And as a related reminder, Tim noted that HRP will be starting the RBZ submission process on October 1st to run through September 2025. The HRP will be sending an email with more information very soon.

Tim expressed the board's hope that most of the time at the interim WSC meeting will be spent on the next steps for the new planning process. They hope to have an outline of the proposed plan in the Interim CAR/CAT and will have more to report on that after they meet as a board and work on the draft.

Tim reminded the group about the report posted at the top of the conference page, which is na.org/conference, titled July 2024 Report from WB to CPs about Planning and Future of the WSC. That report covers the planning process and the final two items for decision at the interim meeting, which Tim proceeded to outline.

These last two items for decision are coming from the board and are related to the planning process. They were discussed at length in the July web meeting and are detailed in the posted report Tim just mentioned.

The first is to agree to utilize the CAR survey as the method for submitting ideas for literature and service material projects for WSC 2026 rather than making motions to create project plans.

The second is that if a motion has consensus in an initial straw poll (meaning at least 80% is in favor or opposed to the motion), the straw poll results will be regarded as a decision by the body.

As mentioned in the last conference participant web meeting, the board hopes to add another CP web meeting next cycle to give participants more opportunity to discuss their ideas with one another, said Tim. The board doesn't believe there is time for that this cycle because they are launching the new planning process, but they know it's important and hope to implement something next cycle.

Tim then passed the meeting back to Irene to open it up for questions.

Irene thanked Tim and reminded everyone of the next web meeting on December 7th, which is just over a week after the interim *CAR/CAT* will come out. At that December conference participant web meeting, everything in the interim *CAR/CAT* can be discussed at length. This was just a preview, like the trailer for a movie, Irene said, so don't panic if you didn't understand all of the items Tim just covered; they will be well explained in the interim *CAR/CAT* itself.

Irene then opened the floor up for questions or ideas. Acknowledging that the meeting had covered a lot of ground to consider, she invited anyone with questions they don't get the chance to ask to email wb@na.org.

Q: Given that the WSC elected to move toward consensus-based decision-making, are we going to start using language consistent with CBDM, such as moving away from the word "motions" and using the word "proposals" instead?

A: We tried changing from "motions" to "proposals" a long time ago and it was not well received. Other ideas surrounding CBDM-specific language at the WSC and how we move forward together are something we're hoping to have time at WSC 2026 to talk about.

Q: How much did it cost to rent the space for WCNA?

A: The rental cost for the facility was really the least of the WCNA expenses. The total was about \$189,000 and NAWS expects to receive rebate from the city of Washington, DC of \$125,000 toward that. So, the total rental wasn't where the expenses were extreme. The extreme expenses were connected to the audio-visual—to make sure everyone in the big meeting room could see and hear—the decorating expenses to create an infrastructure, and the high cost of labor in that particular market.

Q: What is the policy on translations for interpretations for WCNA? We have information that none of these interpreters received any kind of funding. Is there any policy in place for that? If we ask for it for the next convention, would that be possible?

A: For translations, there are numerous challenges in trying to distribute headsets, including taking responsibility to collect people's passports or government IDs in order to secure them. For this reason we ask people to use their own personal devices to stream the translation feeds, using Zoom for the WSC and Mixlr for WCNA. As for funding, you can always make a request to make sure a language translator is available in your language by emailing wb@na.org.

A suggestion was made that the World Market be held on Saturday when more people are able to participate, rather than on Sunday. Anthony noted the question for the planning of future WCNAs.

Q: Regarding the World Board motions, it makes sense to limit motions around literature and service materials to the CAR survey, but what about IDTs? Currently we have the ability

during the WSC to put discussion topics out there and prioritize them – will that be also restricted to the CAR survey? The member commented that doing so would take a lot of power from the delegates during the conference.

The same member asked the WB to think about the language of the consensus straw poll motion, asserting that it goes against our traditions to not hear the minority voices. Changing the straw poll from a temperature check to a decision.

Q: For the CP webinar in December around the interim *CAR/CAT*, our zone had planned to have a *CAR/CAT* workshop that morning that included board members. Even though ordinarily the CP webinars are not to be used as workshops for regular members, given that this webinar is only for the *CAR/CAT*, would it be better to not use the board's time in the morning and only show the CP Web as the *CAR/CAT* workshop for our members?

A: The board has a meeting soon and they can discuss this. If the webinar were opened up to anyone, it would become a Fellowship webinar, not a CP webinar. I'm not sure if you put in a request for board attendance for your zonal workshop, but obviously board members will not be able to attend if it conflicts with the CP meeting. It will be added to the agenda.

Q: During the planning process, the zonal contacts (who are not delegates and are unseated) have been included. During the interim WSC itself, there's no reason for unseated ZCs to be there for the decision-making portion, but will they continue to be involved in the planning portion and play a part in shaping the strategic plan?

A: As of now, zonal contacts are currently not included in WSC discussions. However, the board will add the discussion of whether ZCs should be included in the planning portion of WSC to the agenda for their board meeting on the 27th and get back with a final answer.

Q: Understanding that the final convention numbers cannot yet be determined, what was the budgeted break-even point that was needed for WCNA to be profitable?

A: The planned budget had a breakeven point of 24,000 paid registrations. There ended up being only 17,000, which came up 7k registrations short of what WCNA needed to be able to cover all the expenses. More detailed accounting will be available, but bills are still being paid, rebates from vendors and hotels are being processed, and revenue from merch and entertainment still needs to be factored in.

Q: Will the worldna.org portal be used to divulge the *CAR/CAT* material, or will it be on the na.org website?

A: As of now, the plan is to post it to na.org.

Q: During the convention there were people talking to attendees and selling material that was not approved NA material. What do you think about this kind of action, and is this the same organization that took legal action against NAWS?

A: Thank you for your vigilance. Most of the problematic activity was outside the convention center, which is outside our area of control. However, there were instances where it happened inside the convention center itself, and as we became aware security was alerted. When we discovered tables full of illicit material we threw it in the trash can. This is not uncommon at World conventions, and yes, this is the entity that were in a legal dispute with us.

Q: In *GWSNA* (p. 2-4) it explains how zonal delegates that represent unseated regions can make motions. In the future, would it be possible to put a motion in the *CAR* as a whole zone?

A: *GWSNA* does change and evolve, and a zonal delegate is a full participant. This is more of a philosophical question that we need to look at, as different zones have different ways that zonal delegates operate. Some represent the entire zone and others represent unseated regions. As a Board we can discuss this more and get back to you.

Q: On the topic of self-support, where can I find information about the nonpayment of the federal loan taken out during the pandemic?

A: After months of painful discussion, the World Board came to the agreement to accept the PPP loan forgiveness because we determined that doing so was no different philosophically from receiving federal tax-exempt status, which exempts us from taxes and saves us approximately 35% of our income annually. We did, however, pay back a different 250k loan that we received, because the conditions it was provided under were not the same. This has been documented in previous reports, which will be sent to you.

Q: Is there a glossary of terms anywhere on the website to help delegates educate members in their region—for instance, to help an area trying to transition from Robert's Rules to CBDM?

A: Currently there is not, but that is something we can look into.

Q: Is there a process in place for us to comment on or discuss the shortfall in attendance at WCNA and the fund flow issue that's been plaguing World for years? What can one do to find out more about that and discover details to the problem and maybe solutions?

A: There is a workgroup called the Business Planning Group, and a large part of the focus there is on the Invest In Our Vision initiative Jack spoke about. IIOV has had a lot of initiatives over the years around our efforts to become fully self-supporting. If you have ideas, you can send them to wb@na.org.

Irene thanked everyone for their ideas and promised to follow up with more information in cases where questions were not thoroughly answered.

She closed the meeting with a reminder that the next conference participant web meeting is 7 December.

The Interim *CAR/CAT* will be posted right before that, by 28 November, which is Thanksgiving in the US.

And again, the orientation for the interim WSC will be 15 February, and the interim meeting will be 28 February and 1 March.

Finally, Irene thanked everyone present for their participation and their dedication to NA.