

**PLEASE NOTE:** These are draft session profiles. They will probably change after the first two workshops in Detroit and Dallas. Any revised materials will be posted online at [www.na.org/servicesystem](http://www.na.org/servicesystem)

We also plan to post streamlined session outlines for use on a local level as soon as we have these materials finalized.

Keep checking back at [www.na.org/servicesystem](http://www.na.org/servicesystem) for updates.

## Service System Session Profiles – Intermediate and State/Province/National Saturday 11:30am - 1:00pm

**On tables for this session** – Variables handout & session note sheets with discussion questions and space for notes

### Wrap-up of previous session and segue (10 minutes)

Remind everyone that we reviewed the basics of the GSU and LSU and that all the material is in the report they have on pages 5 through 11

Briefly recap the main ideas from their responses to the small group questions (having looked over them and begun to synthesize them during the break).

### Intermediate Bodies & State/Province/National Service Bodies Session (80 minutes)

**Aim of session:** (New PPT Slide 1)

- Overview of the models focusing on intermediate bodies and the state/national/province service body
- Because this is a work in progress, engage the fellowship in shaping these options

### Intermediate Bodies (10 minutes)

Explain how intermediate bodies will work, covering the following areas. (Slide 2)

Review the challenges we encounter at this level, including: (Slide 3)

- Groups do not always have a solid connection with the service system
- Rural groups may have to travel long distances to service meetings
- Urban groups may encounter very large and unmanageable service meetings
- Our current structure offers limited options to address these issues

Review the desired outcomes from creating intermediate bodies, emphasizing how intermediate bodies can address the local challenges (Slide 4)

- More effective service provision with no duplication of services
- More efficient use of resources
- A flexible system that responds to varying local needs and conditions

Explain the main features of an intermediate body, including: (Slide 5)

- They occupy the space between existing service bodies – like pieces of an accordion
- They are formed based on need and can be structured to suit local conditions
- Their primary purpose is to facilitate communication, but they may also deliver services

Highlight how intermediate bodies embody the principle of flexibility (Slide 6)

Explain what kind of roles intermediate bodies can play and where they would sit in the system. In brief: they are frequently/usually formed when density or distance indicate that “an accordion” piece is needed between the GSU and LSU or the LSU and state/national body.

Intermediate body #1: (Slide 7)

- Enables rural GSUs to send a single delegate on their behalf to the LSU meeting
- Enables urban GSUs to come together to send a single delegate to reduce the size of the LSU

- Could allow minority language speaking groups to come together and send a single delegate to the LSU meeting as well as providing services like translations and events

Intermediate body #2: *(Slide 8)*

- Enables neighboring LSUs to send a single delegate on their behalf to the state/national service body meeting
- Can reduce travel time for trusted servants
- Enables densely populated communities to reduce the number of delegates at the state/national body

Review the main challenges in our current structure, and the solutions offered by intermediate bodies, referring to the box on page 14 of the report *(Slides 9 - 12)*

**Challenge:** Rural groups often have a long distance to travel to their local service meeting

**Solution:** an intermediate body can function as a “way station” allowing several rural groups to meet and send a single delegate

**Challenge:** Centrally located service bodies are challenged to provide services to rural areas

**Solution:** That same “way station” can help rural groups more easily provide basic services, such as H&I, in their immediate area

**Challenge:** Service meetings in densely populated areas are often too large

**Solution:** Urban LSUs can form an intermediate body to send a single delegate to the state/national/province service body, saving resources and preventing the service body from being too large

**Challenge:** Urban service bodies usually don’t cover a whole city and therefore cannot provide services on a citywide basis

**Solutions:** Urban LSUs can also use an intermediate body to provide services on a citywide basis if needed and effective

If there is time, call for unanswered questions about intermediate bodies here.

**State/Province/National Service Bodies (10 minutes)**

The next level of service is the state/province/national level. Some members have asked how what we are proposing differs from the current RSC bodies. In some cases, it may not differ, but for many US regions, these proposals represent significant changes. Perhaps, the two biggest defining characteristics of service at this level are that the proposed state/national/province bodies are bound by recognizable geographic boundaries and, second, that only services that must be coordinated at a state/national/province level (e.g., some kinds of PR, some planning functions) are performed here. The bulk of services are performed at the local level. *(Slide 13)*

Review the challenges we encounter at this level, including: *(Slide 14)*

- Current regional boundaries are often established without any consideration for boundaries in our wider society
- Service efforts can be directly impeded by our current boundaries
- It can be harder for addicts to find meetings
- Some places do not receive any services

Review the outcomes state/province/national service bodies are intended to deliver, and emphasize how they address the challenges, including: (Slide 15)

- Boundaries are recognizable by government and professional organizations that interact with addicts
- Potential members and the public will be able to find us easier
- We will be able to communicate more easily with potential members and the public

Review the services a state/province/national service body is intended to deliver, and emphasize how they are intended to help us achieve our outcomes, including: (Slide 16)

- Interact with statewide government and professional bodies
- Organize assemblies and conventions
- Coordinate centralized resources like phonelines, websites, service offices, and liability and event insurance
- Provide a communication link between the WSC and local NA communities

Explain the main features of a state/province/national service body, including: (Slide 17)

- Usually consists of a recognized state, province, or country
- Could also consist of several neighboring states, provinces, or countries for purposes of seating
- Only provides services that cover the whole state, province, or country
- Border communities may join neighboring states for service provision purposes if it is practical

Highlight how state/province/national service bodies embody the principle of defining service bodies by recognizable geographic boundaries (Slide 18)

Review the main challenges in our current structure, and the solutions offered by intermediate bodies, referring to the box on page 16 of the report (Slide 19 - 21)

**Challenge:** unclear service body boundaries make public relations with state-, province, or country-wide professional and government bodies difficult to coordinate

**Solution:** Using existing geographic boundaries to establish service body boundaries makes communication with the public much easier and makes it easier for addicts to find NA

**Challenge:** There are often underserved areas in our current regions

**Solution:** State/nation/province service bodies will be responsible for services that affect the whole of the state, ensuring that all areas are served

**Challenge:** Services, such as websites, are frequently duplicated creating confusion in service provision and inefficient use of resources

**Solution:** Having one service body to cover the state, nation, or province will help eliminate some of the duplication of efforts

#### On the ground examples illustrating the range of application (5 minutes)

Talk through how these ideas could work practically. Offer some examples or ideas that may include:

- Who it is
- What kind of work they do
- What decisions they make

[Keep in mind that the examples should be relevant to the community attending the workshop]

For instance:

- State/province/national services: This level is the perfect place to administer a national website with pages for each of the local service units. Similarly, an 800-number could be administered at this level. These sorts of state- or nation-wide services are easy to coordinate here.
- Intermediate body: As mentioned in the last session, in places that are very densely populated such as New York or Chicago, an intermediate body can be formed between the GSU and LSU level to make the LSU less unwieldy because of too many people. Similarly it could be formed between the LSU and state body.
- Coordination between LSUs: The state or country or province could coordinate activities and the planning cycle in general among the various LSUs, administering a sort of “planning calendar” or cycle calendar so that LSUs can coordinate their activities and services better.

You can use these examples or add some others if you have ideas for what might fit the local community better.

Remind everyone that because this is a work in progress, we are trying to engage the fellowship in shaping the proposals.

### Small Group Discussion: (20 mins)

Hand out post it sheets and markers

Divide the room in half and give half the room the questions related to state/province/national service bodies and the other half the questions about intermediate bodies.

Have the groups assign a facilitator and recorder. Briefly review the facilitator’s instructions, groundrules, and brainstorming guidelines again, remembering that many of the participants may not have participated in this style of workshop before. Re-emphasize that each person only has one minute to speak, that we take turns, and that everyone has something to contribute.

Stress that we are collecting all the input. Ask recorders to write clearly and title each sheet they use as “Intermediate bodies” or “State/national /province service body” and write the number of the question.

### State/province/national service body Service Delivery Questions: (Slide 22)

Picture applying these models in your community:

6. How would these proposals help you to maintain what is positive in our current system concerning state-, province-, or national-level service delivery or improve your state-, province-, or national-level service delivery?
7. What, if any, challenges might these proposals create in your state-, province-, or national-level service delivery?

### Intermediate Body Questions: (Slide 23)

Considering the size, density, or other characteristics of your community:

8. How could using an intermediate body be useful?
9. What, if any, challenges might using an intermediate body create?

Advance to next slide with “Small Group Discussion” text (Slide 24)

### **Small Group Feedback (30 mins)**

Devote half the time to state/province/national-level service delivery questions and half the time to intermediate body questions. Begin asking about challenges and then talk about improvements. Deal with the intermediate body first, and then the state/national body. Collect one major point from each group and synthesize as you go. Ask them not to repeat comments already heard, etc.

At the end of the time, have each group put their post-its on the wall and invite them to look at the small group results during lunch break. After lunch, there will be 10 minutes devoted to a wrap-up of the points made in this session.

### **Questions (5 minutes)**

Ask if there are any questions that remain unanswered about the intermediate body and state/province/national-level service body proposals. (As in the other sessions, there will only be time for a few questions. Encourage people to talk to a board member during a break or in the evening if they have additional questions.)

Close with final reference to the project webpage and the input deadline *(Slide 25)*

**1:00–2:30: Lunch**