



Service System Structural Proposals

**Group Support
and
Local Services**

Desired Outcomes

For local service delivery:

- **Increasing the amount of services we can provide**
- **Making service a more rewarding process.**
- **Increasing unity throughout NA**
- **Improving our reputation as a viable program of recovery**



Focused Local Units

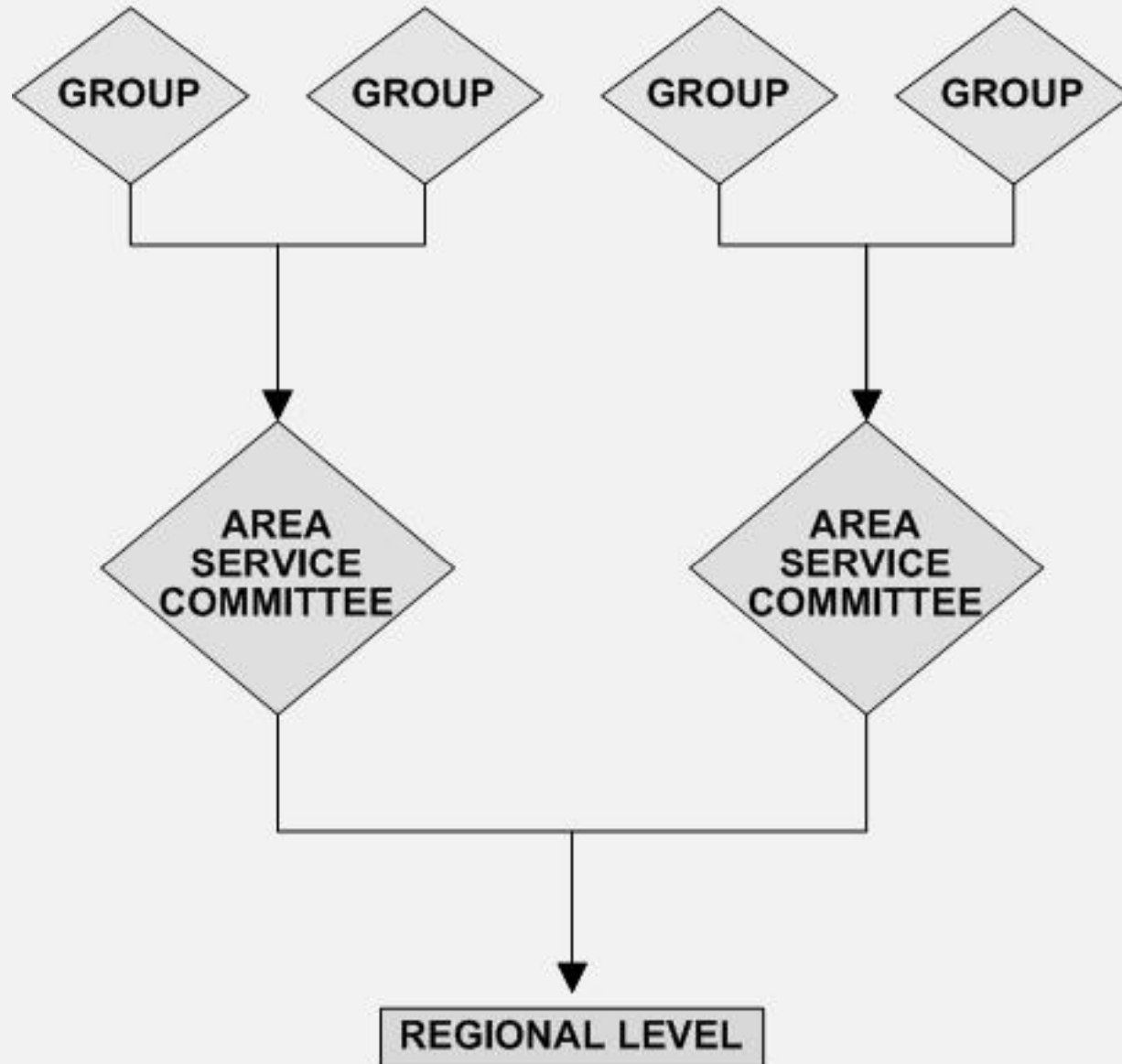
Our current ASCs are tasked with group support and local service delivery.

In these proposals, local efforts would be divided:

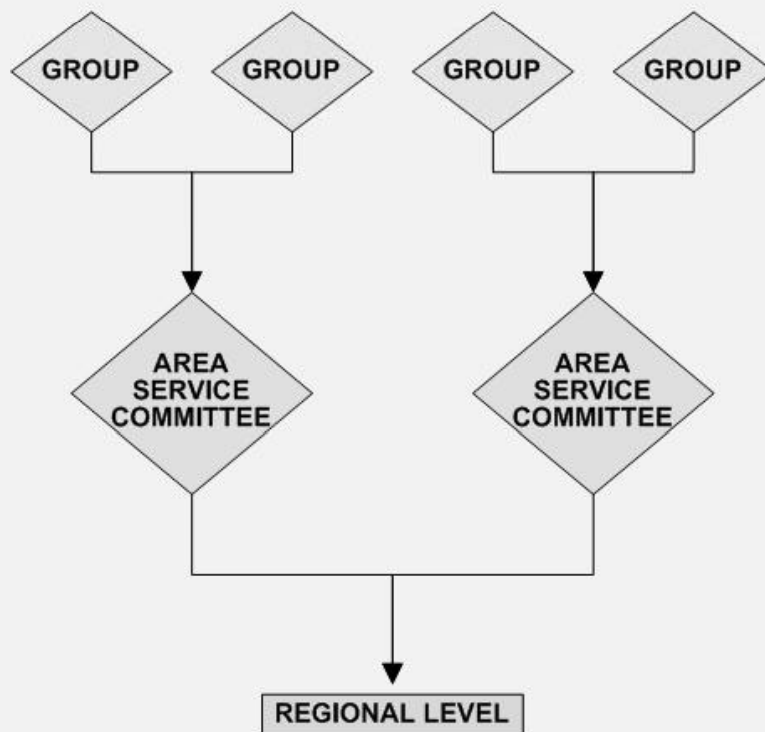
- **Group Support Unit (GSU):** devoted entirely to providing support to local groups
- **Local Service Unit (LSU):** devoted entirely to providing local services



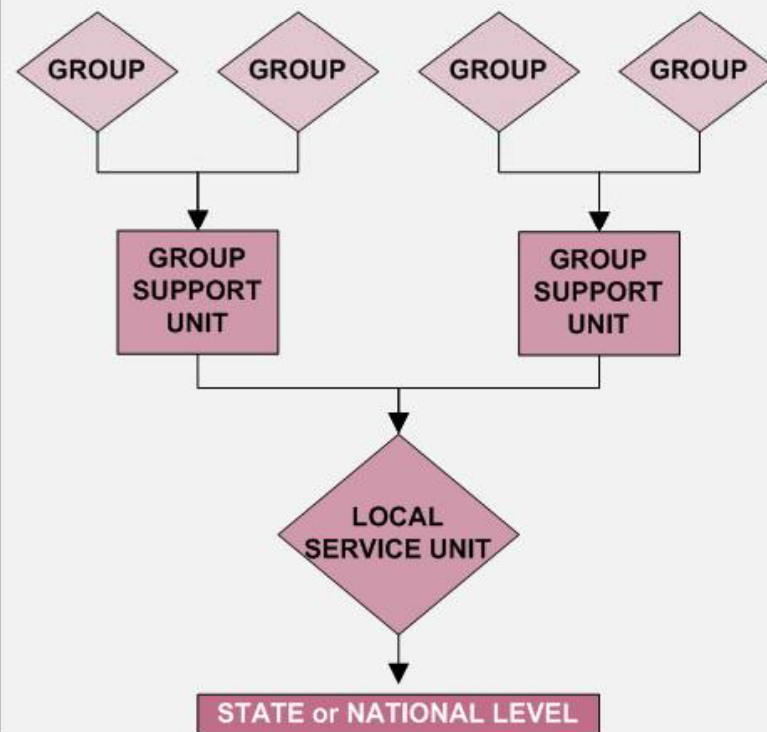
EXISTING STRUCTURE



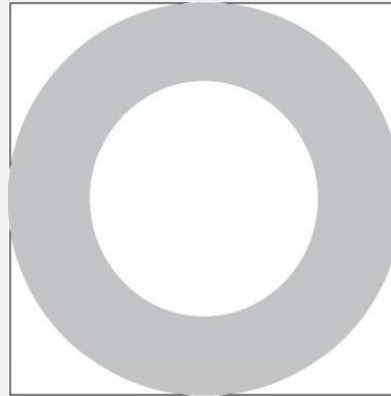
EXISTING STRUCTURE



PROPOSED NEW STRUCTURE



Group-Focused



The group support unit (GSU) in each model focuses on aiding the groups in their efforts to carry the message.





**GROUP
SUPPORT
UNIT**

The group support unit (GSU) is intended to help groups better carry the message within their meetings by separating out the group support function from the “business” of NA





**GROUP
SUPPORT
UNIT**

Challenge:

- **Groups do not always receive help to deal with specific issues like drug court attendees in meetings**

Solution:

- ***Group support is its main focus***





**GROUP
SUPPORT
UNIT**

Challenge:

- **Members are often unwilling or apathetic about service**

Solution:

- ***The GSU is an informal, discussion-based body open to everyone interested in attending***





**GROUP
SUPPORT
UNIT**

Challenge:

- **Members are not always trained in service**

Solution:

- ***Offers an opportunity to introduce new members to service and to train them in the basic principles***



**GROUP
SUPPORT
UNIT**

Challenge:

- **There is often a lack of NA unity and a sense of our common purpose**

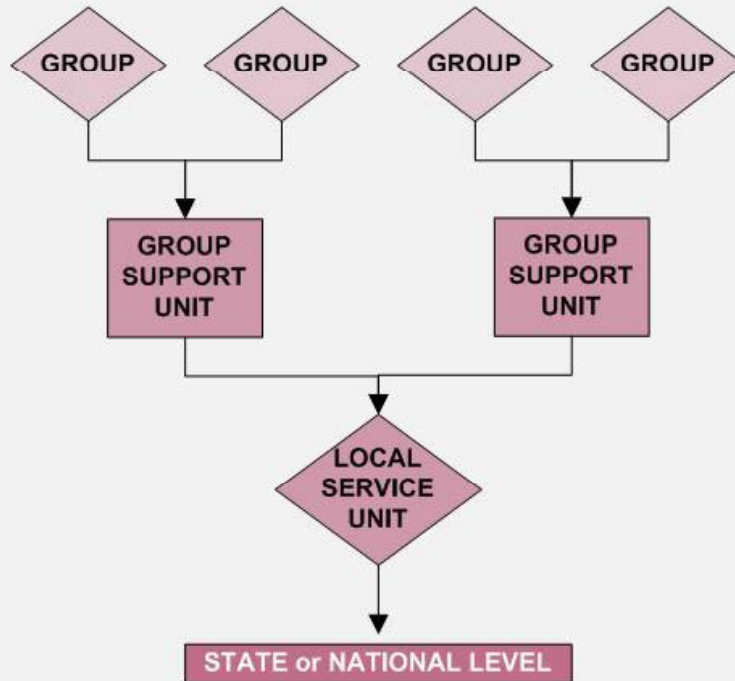
Solution:

- ***The GSU increases unity within local NA communities by bringing groups together and strengthening their ability to carry the message***

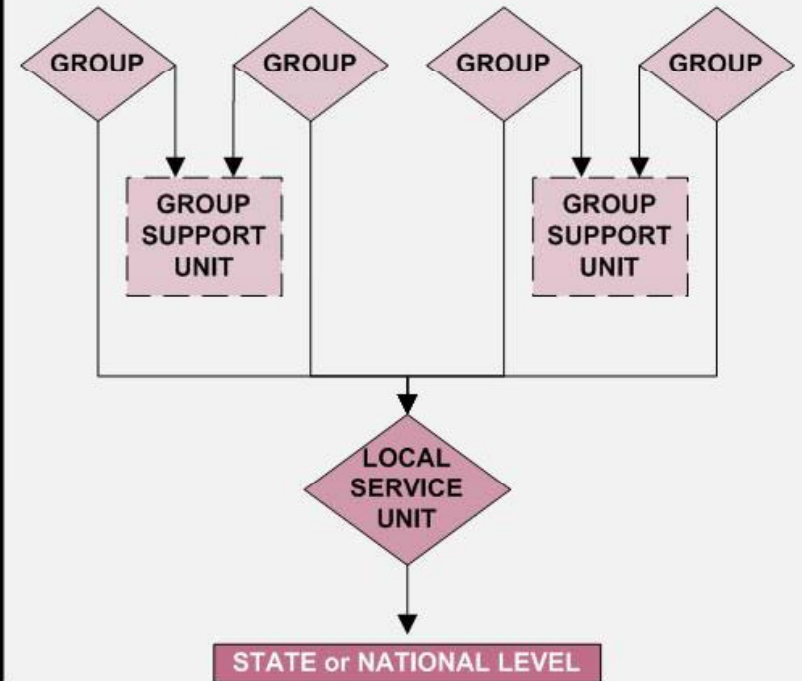


GSU Options

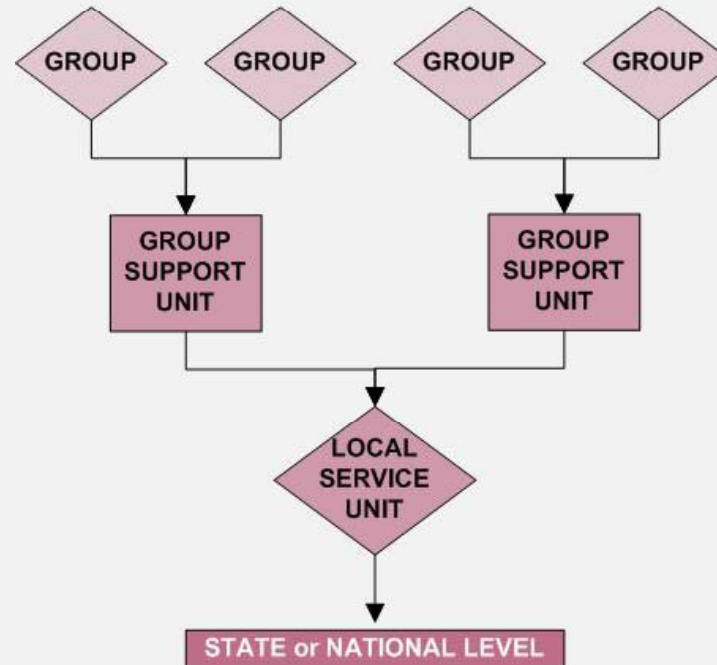
PROPOSED NEW STRUCTURE Linear Option



PROPOSED NEW STRUCTURE Two-track Option



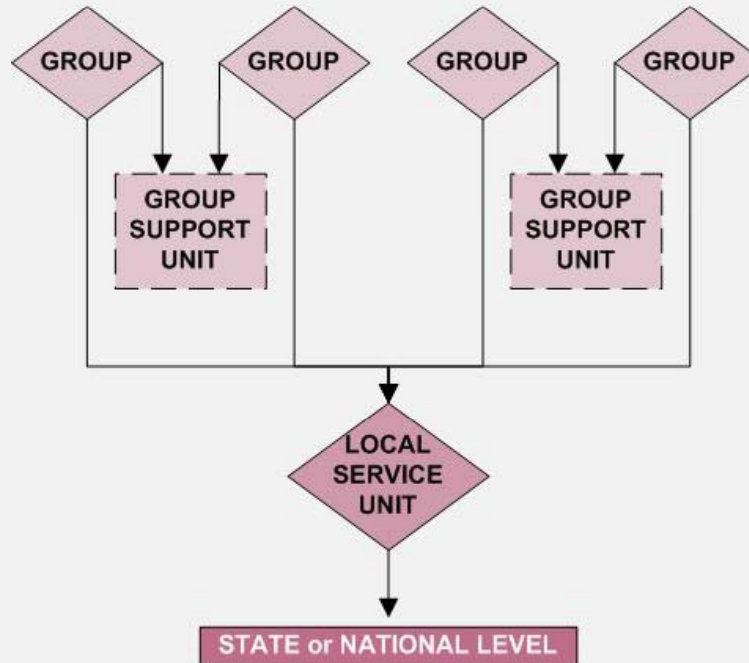
PROPOSED NEW STRUCTURE Linear Option



- **GSU is part of the “delegation stream” between the group and the rest of NA**
- **Care must be taken to limit GSU’s “business” and preserve focus on groups**



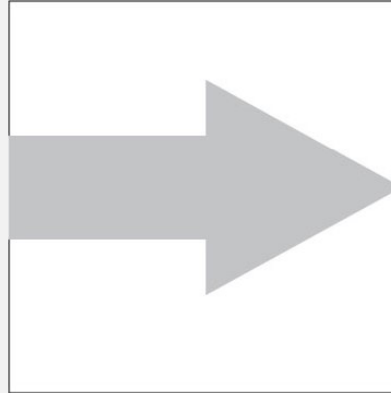
PROPOSED NEW STRUCTURE
Two-track Option



- **The GSU is out of the “delegation stream”**
- **Preserves simplicity of GSU meeting**
- **Requires groups to choose LSU delegate**
- **GSU/LSU meetings may be held in alternating months**



Purpose-Driven



Each of the proposed service system units is designed to answer a specific need or group of needs, and the responsibilities of each unit should be clearly defined and understood.





The LSU is the “workhorse” of the service system, responsible for the bulk of local services.

Wherever possible and practical, the LSU will be bound by recognized geography (e.g. town, county.)

The LSU is project- and plan-driven





Challenge:

- Many members are unwilling to serve on subcommittees, meaning we have too few trusted servants

Solution:

- *Project-based service provision is more inviting to some members*





Challenge:

- **The atmosphere in some service meetings is off-putting**

Solution:

- ***Where possible, consensus-based decision making is used rather than motions***





Challenge:

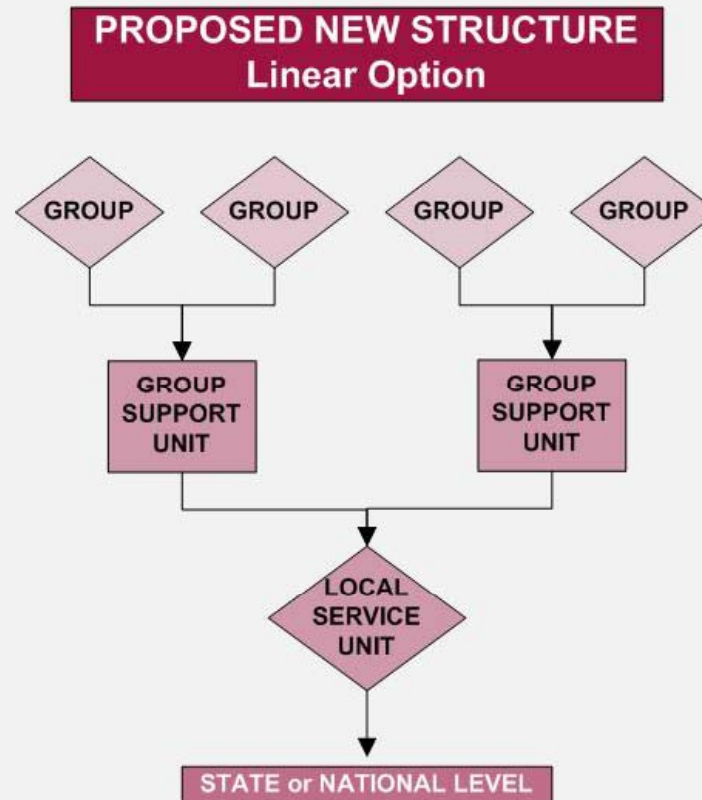
- **Complex service decisions are often made by inexperienced trusted servants**

Solution:

- ***“NA business,” separated from group concerns, is more likely to be handled by experienced trusted servants who have already received mentorship at the GSU***



Connecting Groups and the Service System – Challenges

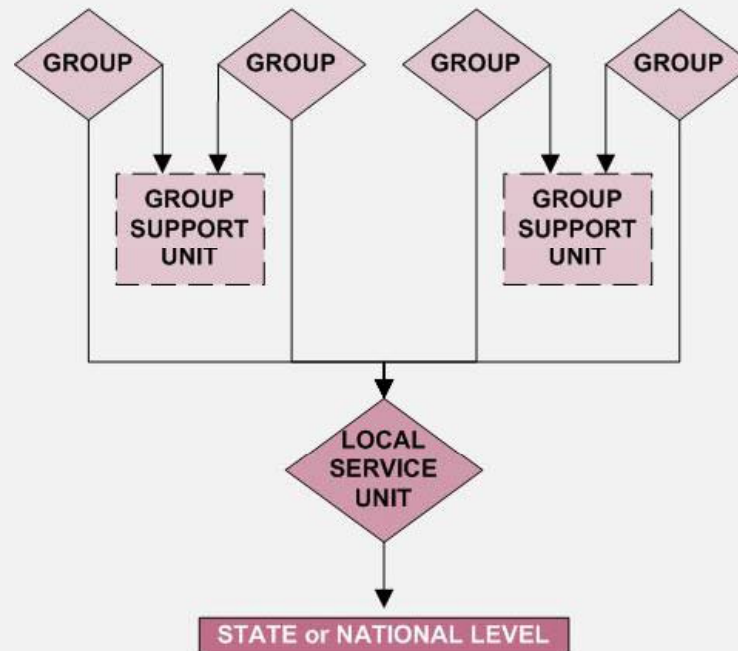


The linear option may create the impression of increased distance between groups and decision-making processes at LSU, because the GSU is between them.



Connecting Groups and the Service System – Challenges

PROPOSED NEW STRUCTURE Two-track Option



The two-track option could mean that a group needs to find an additional trusted servant, which may be difficult with resources already stretched.



Connecting Groups and the Service System –Solutions

- **More effective use of information technology to distribute information and discuss ideas**
- **LSUs could hold quarterly or twice yearly meetings specifically to present updates and to evaluate success of projects. Groups could choose to attend only these meetings**



Connecting Groups and the Service System –Solutions

- **An annual planning assembly could allow groups to oversee the approval of projects and some sort of evaluation of services**

But, it may be a challenge for groups to make informed decisions if meeting only once a year.



Discussion Questions

Group Support

Picture applying these models in your community:

- *How would these proposals help you to maintain what is positive in our current system concerning group support, or improve support to your groups?*
- *What, if any, challenges might these proposals create in providing group support?*



Discussion Questions

Local Services

Picture applying these models in your community:

- *How would these proposals help you to maintain what is positive in our current system concerning local services, or improve effective local service delivery?*
- *What, if any, challenges might these proposals create in effective local service delivery?*



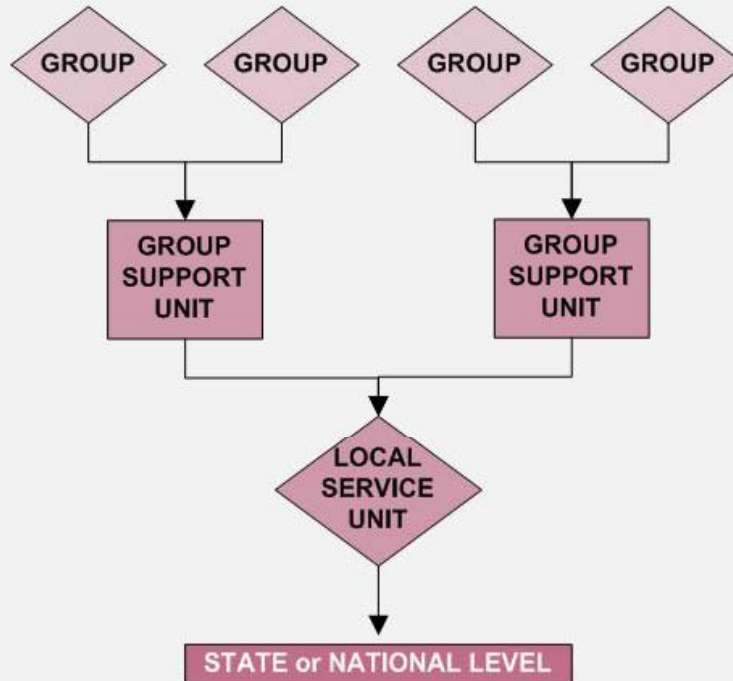
Small Group Discussion Questions

Group Support and Local Services

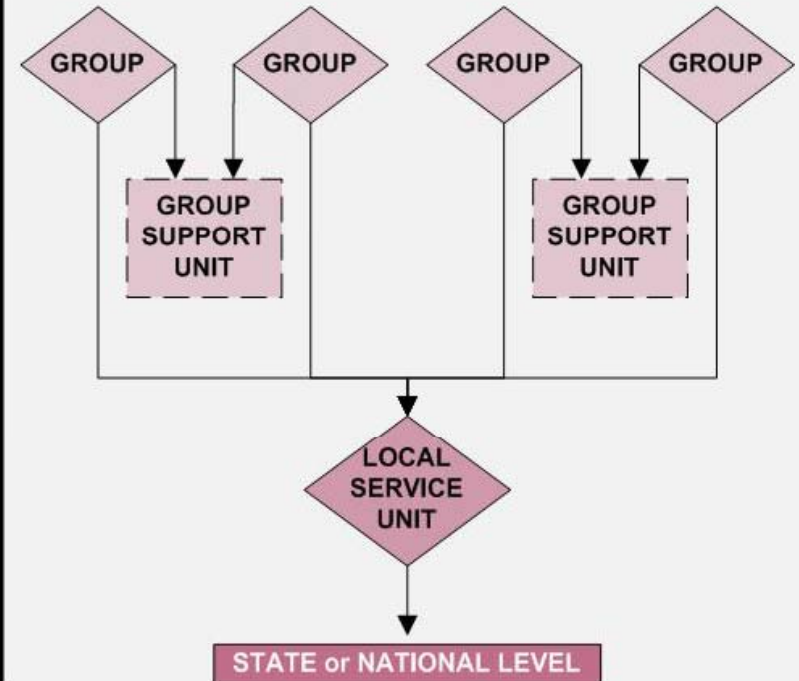


Straw Poll

PROPOSED NEW STRUCTURE Linear Option



PROPOSED NEW STRUCTURE Two-track Option



Do you think one of the two options, linear or two-track, is preferable?



Call to Action

To stay involved, visit the project page at

<http://www.na.org/servicesystem>

- » **Submit your input by 31 Dec. 2010**
- » **Get project updates**

