

Ad-Hoc Committee on Excellent
Regional Services:
Outreach interview/Survey

We can make a difference!

I. Introduction

Chicagoland NA members have joined together to explore how to improve the way we provide NA services in the Chicagoland Region. We are focusing on our successes and positive experiences. The overall topic is “designing a service structure that is exciting, encourages diversity and various viewpoints, is efficient, and promotes growth in the fellowship and in ourselves.” Thank you for your participation. Please photograph the completed form and e-mail to lharris500@gmail.com

A. Tell me a little bit about yourself. How much clean time do you have? What was your most recent service position? What area are you from?



B. Have you done area level service in Narcotics Anonymous? If so, what attracts you to service in your area?

C. Recall a peak experience when you were doing service. What about it made it so special for you? What was happening in the group, area, or other service body that made it so good?

D. As you may know, the Chicagoland Region is served by several boards and committees that provide a variety of products and services. These products and

services include: (a) helpline, (b) meeting directory, (c) public relations, (d) regional H&I events, (e) Chicagoland Regional Convention, (f) the CSO store, (g) CRSC picnic, (h) CRC fundraising events, (i) the website www.chicagona.org. Recall a time when you had positive experiences using these or other products provided by Chicagoland region. Pick two of these products and services and tell me a story about a good experience with each. What happened? How did it help you? What made it so special?

E. Have you done NA regional service in Chicagoland or elsewhere? This could be doing any of the service listed above or serving on the Chicagoland Regional Service Committee or the CSO BOD. If so please continue on to Section II below. If not, please go to Section III on page 7.

II. This section of the survey takes about 30 minutes. To do a shorter survey, listen to the following four statements and pick the ones that you want to discuss.

- a) "I want NA services and the service structure to generate excitement among our members."
- b) "I want a service structure that encourages diversity and different viewpoints throughout the fellowship."
- c) "I want a service structure that is efficient, delivering services with the least amount of resources and wasted effort."
- d) "I want a service structure that facilitates growth in NA and in me."

If the answer is **a**, go to page 3, question II (**A**);

if **b**, go to page 4, question II (**B**);

if **c**, go to page 5, question II (**C**);

if **d**, go to page 6, question II (**d**).

When you are finished discussing the topics, please turn to page 7, Question III.

II. A. **Creates excitement**

Tell me a story about a time when there was great excitement in your group, area, or regional service body. This excitement was infectious, and enthusiasm was high. Members saw the benefits of doing service and were willing to commit to service. There might even have been too many volunteers for open trusted servant positions. Or, it could have been a dance, fundraiser, or picnic that was great success. Or, H&I was invited to host several new meetings.

Describe the situation. What made it so exciting for you? How did other members contribute to this excitement? What was happening in NA service that contributed to this excitement, if anything? Was there anything special about NA services that made this possible? Were other members interested in doing service as a result of this experience?



II.B. Encourages diversity and different viewpoints

1. Recall a time when you first attended NA recovery meetings or when you attended an NA meeting outside of your home area. You got to the meeting and noticed that you were the only person, or one of just a few people, of your gender, race, ethnicity, or sexual orientation. The meeting was great. You heard a compelling NA message and were made to feel welcome and comfortable before, during, and after the meeting.

Describe the meeting and what happened. What did the group members do to make you feel welcome? What actions did you take to ease your own discomfort? What else contributed to you feeling welcome and comfortable? How did you feel when you arrived, and how did you feel when you left?



2. Think back to a service meeting when your opinion was not accepted, but your views were still considered and respected. Maybe it was a group business meeting, an area or convention committee meeting, or a BOD or CRSC meeting. Even with the disagreement, the atmosphere was still warm and loving, and NA unity was preserved. You felt comfortable being there and good about being a part of that service body, even though your views were not accepted.

Describe the situation. What did members of the majority do during and after the incident to make you feel a part of? How did the meeting chair or facilitator insure that your voice was heard? What did the chair or facilitator do to encourage different points of view? What actions did you take to accept the outcome and move on?

II.C. **Achieves Efficiency**

Recall a time when you experienced NA service that was provided efficiently. This might have been an area, region, BOD, or convention committee meeting that was especially well run. Or, a merchandise store at a convention that handled crowds well, or a time when you witnessed a service body make the most of limited resources.

Describe this situation. How did it make you feel to experience this? How did this efficiency improve our ability to carry the message? What about the service structure made this efficiency possible?



II. D. **Promotes growth**

1. Recall an occasion when your service work directly contributed to your overall recovery or step work. Describe the occasion. How did it make you feel? How did it affect your motivation to do service? How did it change your approach to service, if at all?

2. Recall a time when you witnessed a period of growth of NA in your area or community. If NA has not grown in your area, consider a time when your home group or other meeting you regularly attend experienced growth or an N.A. event that was far better attended than before.

Describe the occasion. How did it make you feel? What about our service structure or your group's practices made this growth possible? What role did H&I and/or PR, if any? What role did NA conventions, group or area events, service workshops, or newsletters play in this growth, if any?

III. **Imagining all that could be**

Almagine you wake up from a deep, magical sleep and it is 2018. The provision of NA service in Chicagoland has improved dramatically. It is now energetic, diverse, and efficient. NA is growing like gangbusters, and many new meetings are flourishing. Members are enthusiastic about service, and several qualified people volunteer when service positions open up. Member donations, literature sales, and attendance at events have soared so that there is now enough money to fund all manner of activities and improvements to our service structure.

A. Your best friend in recovery moved away from Chicago in 2015, and you are telling your friend about how great things have become. Describe what things look like in 2018. What conventions or other events are we hosting in Chicagoland in 2018? How have these events gotten better over the years? What role is the internet playing in 2018? How does your Group and Area get literature in 2018? What role are the Chicagoland Regional Service Committee and the CSO? How do you find out about meetings and events in 2018?



B. Take a few moments to think about the transformed service structure in 2018. What are the three new services or improved practices that you most value?

C. The excitement of NA in 2018 has rubbed off on you, and you have become very interested in doing regional service. You might be considering becoming the RCM for your area, or a trusted servant at region, the CSO, or CRC. What has changed in 2018 that makes you want to do regional service?