



Subject: Quarterly Trusted Servant Report

Owner: secretary@szfna.org

Kentuck-iana – Tejas Bluebonnett – Show Me – Louisiana
– Volunteer – Arkansas – Lone Star – Mississippi

FRM-SZF-003

Rev.: 3/20/2005 9:39:00 AM

Position: SZF Secretary

Date: 1/28/05

Trusted Servant: John Scroggins

Forum Location: Lake Charles, LA

ACTIONS ITEMS for Zonal Forum Participants

-
-
-
-

Quarterly Expenses

Travel	\$
Lodging	\$
Copies	\$ 0.00
Misc.	\$ 0.00

Report:

Meeting opened with the Serenity Prayer by facilitator. Discussion held on the way in which the SZF conducts business – and that all are welcome to share.

Special thanks to Agape Group in Lake Charles, LA, for hosting this SZF meeting.

FELLOWSHIP CONCERNS – GROUP

Lake Charles – smoking as an issue for groups, many cities enacting laws restricting smoking public areas, asks that members and especially trusted servants be aware of being sensitive to others

St. Louis – few members who want to start another area; hosted a formation workshop recently, but some of the groups in the proposed new area weren't invited; not everyone feeling involved, but also groups not being asked if needs are being met, or how to work within the current structure; also issues with area hosting a convention and there being issues of property, prestige, etc., coming to play rather than primary concern with carrying message.

Texarkana – Religious recovery – has become more intermingled recently; members who are trying to remind others to be open to other religions are ridiculed; many outside groups that are faith-based are located in the area operating their own recovery/treatment programs so there is some confusion and both sets of information are circulating

AREAS

Nashville/Middle Tennessee – shortage of people willing to do anything in service positions; people with no experience filling positions

Nashville – People not getting involved, even when trusted servants are willing to train and teach, and people continuing to do position

Lake Charles – Smoking is divisive issue in the area; causing rifts within the area to the point that is becoming the issue rather than reaching out to the newcomer; also problems getting people to volunteer to take meetings into institutions

Conroe, Texas - A year ago, was the RCM and was doing literature, secretary and other positions as well. The only position held was RCM – so stopped doing minutes and when area saw there was consequences to not having the position filled, a person stepped up to fulfill it; area as a whole doesn't take leadership qualities into consideration – if you want to do a job, you can have it regardless; currently have a new page



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system for hotline calls and people with less than a month carrying pagers; first thing they say when answering a call is “let me meet with you,” and sometimes they come back and sometimes they don’t

REGIONS

Tejas/Bluebonnet – profanity in meetings is a hot topic today; smoking issue was solved when state outlawed smoking and meetings became nonsmoking; still the ongoing issue of having people to step up and take service positions, this weekend is Regional Convention in Corpus Christi; upcoming Regional Learning Days; Texas State Convention May 27; convention falls outside regional structure, but are establishing a convention liaison position to work with the RSC; problems with 800# with some of the areas pulling back; Esperanza Area put together a hearing impaired video that explains N.A.; Sabine Lake Area in Beaumont is new

Volunteer – same issues of not enough people to fill trusted servant positions; they have not been willing to just fill the positions with warm bodies – and trusted the process – and found the region was able to function well until they have the right person; World Wide Workshop coming in May 27-29, 2005 to Nashville; West Memphis Area forming first H&I meeting in Shelby County, which has the largest prison in the region; working on transition as term of RD comes to a close in next quarter, being proactive with training, dividing up reporting responsibilities, getting new alternate involved early; two areas in southern state are considering merging, have been trying to pool information and share resources; have been focusing on trying to make service attractive – it’s not what we say, but how we say it

Show Me – SEMO area struggling; at last RSC region provided funds to purchase literature, but more important is getting the word out to surrounding areas to support SEMO and the region sending Outreach Chair to speak at an upcoming birthday celebration; also doing a “meeting flood” where addicts from St. Louis will get in the car and drive down to support meetings in the SEMO area; KC Metro still in formation with some difficulty sharing information between the original area and the new areas; will be hosting the July SZF in Kansas City; Outreach Chair has organized committee into specific areas of support with meeting floods being one way, but also training leadership with GSR and RCM orientations; initiating a regional inventory with questionnaires being distributed throughout the region and a series of 5 workshops over the next quarter to gather input; new deaf meeting in the Mid Missouri area; regional activities committee established again, with guidelines being approved at last RSC; regional meeting directory in the process of being launched

Lone Star – issue in east Texas area with area being formed as an island within existing area; issue with phone line – using a company that was not directing calls to the appropriate place; had 1-888-NAWORKS on bumper stickers and people were putting these on cars and traveling outside the region, getting calls from outside the region confusing the provider; region has talked with the company and resolved; has been swapping regional minutes with Tejas and this has allowed the two regions to realize they face many of the same issues; believes this can broaden the base of recovery if we begin sharing regional minutes between all representatives in the zone; have World Board representative from the Dallas area; issue of a couple of areas within the region using language specific to one religion with RD contacting NAWS for guidance and the nature of that response was for other members outside those groups to show up and set the best example of NA and how it works that they can, with setting a positive example being the best response to these types of situations; issue with treasury with questions of treasurer not following policies set forth in guidelines and things not being done in a timely manner, issues of putting a person into a position without training, has been taken care of and things are now working smoothly; had a capture the banner in Lone Star with the banner going between areas rather than groups



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Louisiana – dealing with racism with races; region doing quite well in terms of filling servant positions; region has purchased a photocopier that will travel to RSCs to cut down on administrative expenses; people running rogue in H&I, had a call that a person with 17 years clean had started H&I meeting with the goal of getting a job at the facility and if that doesn't happen, tries at another facility

Red River Valley – matter with 888 number in Lone Star with calls being routed from Red River region to Tyler resolved earlier this week; proceeding with preliminary formation of phone line and have been looking at tapping into Lone Star's phone line; also looking at ways to interact with surrounding regions in terms of phone line coverage; planning to attend Plain States Forum in the next quarter

Arkansas – have an alternate RD for the first time in 2 years; working on smooth transition and training; planning to attend Plain States Forum to share information with other RDs; to fill positions and make service attractive it helps to realize that service is a principle not an activity; moving toward having a general service assembly and not can accomplish that by having an alternate, will be talking to others about how they have accomplished this in the past; language in meetings is an issue in the region as well, probably no coincidence that public image is one of our discussion topics, hopefully we'll find some solutions to this concern, obviously is a concern or groups wouldn't be talking about it; forums like the SZF and WSC are ways we can explore these issues and find solutions; all positions filled with active participants or have nominations in place for next RSC

Kentuckiana – Mike now the RD as the alternate resigned at the last RSC; drug court and how to deal with the overwhelming people who take over small meetings in small communities is an issue; dealing with predators in meetings, not the fact they exist, but how do we deal with this; regional convention is Easter weekend, program committee has accepted idea of having a service workshop where ideas will be discussed rather than a speaker, talking about issues, problems and solutions; large influx of younger people coming into the rooms, have decided to have youth and recovery workshop at convention; being careful to make sure people have the resources necessary to fill positions, not just a warm body

Mississippi – When regional convention ended in October, it was brought to the region's attention that there were some problems with funds; RD was also vice chair for the convention and there were expenses submitted and reimbursed that were not appropriate; was suspended from duty; region has been in contact with WSO as there was concern of a lawsuit from the addict's employer concerning the inappropriate receipts and funds reimbursed as it involved the employer as well; conducting discussions on topics, recently looked at the word "infrastructure" to get better understanding of what it means, changed the name of the discussions to "solutions in service" workshop, will be conducting roundtable discussion and using mind map as was done at WSC

SOUTHERN ZONAL FORUM REPRESENTATIVE REPORT

Humbled by the amount of positive service that exists within the forum and the member regions; feels it's important to stay in contact with member regions and making sure we're discussing issues and finding solutions to share with each other; we have a great resource in our website to get our solutions out to other regions, representative sees that as a priority to make sure we use our website to its fullest potential and encouraging the member regions to help populate our website with solutions and content

DISCUSSION TOPIC #1 – TRADITION 2



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Will be looking at this in its two parts. For our group purpose there is but one ultimate authority as he may express himself in our group conscience.

- The only way we can keep what we have is by giving it away. What is a group conscience and how do we get one? When we invite a loving God into our decision making, looking at what needs a group has and how a loving God can help us meet those needs.
- The first thing to remember is that no one person in the group is the ultimate authority. It's important to listen to the voices of all members, not just the majority. When everyone has different opinions about things, how can we decide what to do? If a loving God is allowed into a group, the means to find a decision will present itself. In developing a conscience, a clear mutual understanding or consensus arises.
- When we apply the principles of the steps to service work, especially the first step, we can let go and let a higher power into a collective conscience of many people, even if we don't agree. We need to be aware of our behavior and how that affects the people around us.
- Only when we listen for the direction of a higher power are we able to hear. When we truly act as trusted servants and don't always have to be right and listen with our hearts this comes true. We need to listen to the needs of others. There is a difference in group conscience or group opinion where personalities and popularity can get in the way. We need to let everyone, no matter how much clean time, have a voice in the group conscience, no matter who they are. We also need to think about what we're saying before we say it.
- A group conscience never interferes with spiritual principles and we need to remember this when dealing with others. NA is a God-given program and we can maintain groups in dignity only with group conscience and God's love.
- Some of the principles that seemed important related to this tradition include surrender, faith, humility, open-mindedness, integrity and anonymity.
- These are questions to consider with group conscience and the first half of Tradition 2.
 - What is group conscience?
 - Why is it important that we invite God into that process?
 - What is a trusted servant?
 - Who is the ultimate authority?
 - What is the difference between ego and egotism?
 - How can I keep my ego from interfering with the group's conscience?
 - What is meant by unfounded pride?
 - If self-will destroys the group, how does selfishness put us in line with a God conscience?
 - Why is it important to come up with a group conscience?
 - How do the decisions of the group affect the fellowship as a whole?
 - How do my service efforts affect the fellowship as a whole?
 - How am I willing to be guided by my higher power?
 - Why is it good to communicate in a group conscience?
 - Why is it important that everyone is heard?
 - How can we find solutions in our daily problems?
 - Is clean time a requirement in group conscience? Why?
 - How important is patience in the process?
 - How does group conscience contribute to unity and our common welfare?
 - What does surrender mean in context of the second tradition?
 - How do I feel when I surrender?



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- Why is it important that the needs of the fellowship be met?
- Why is it necessary that I have faith in this process?
- What happens when I trust our higher power?
- What is the definition of faith?
- Why is humility so important in our group conscience?
- How is listening key to open-mindedness?
- What part does humility play in open-mindedness?
- How does being open-minded take me out of self?
- What is integrity?
- How do I know when I am practicing integrity?
- What part does honesty play in integrity?
- What is the relationship between anonymity and the group conscience?
- How do I practice anonymity in the context of this tradition?
- Who has a part in making up a group conscience?
- What does selfless service mean to me?
- Who benefits from my service efforts?
- In what ways do I benefit spiritually?

Our leaders are but trusted servants, they do not govern.

- Excerpts from NA Literature (old and new) were discussed related to this tradition.
- The second tradition asks us, in even stronger terms than the first, to put our egos aside. When we ask members to serve, we don't set them apart as being somehow better than the rest. Leadership in NA is a service, not a class of membership.
- The second tradition helps us surrender our need for control. The second tradition is the only one in which specific reference is made to God.
- We call our leaders trusted servants because we trust them. We trust them not only to carry out their responsibilities effectively but also to be guided by the conscience of the groups they represent. We trust them to operate on the basis of integrity, responsibility and knowledge. We trust them to further NA's spiritual program of recovery.
- Service is a vital tool for recovery designed to help us all – the members who do service work and the members who are on the receiving end of that work.
- The stronger our foundation in applying the twelve steps and twelve traditions, the less apt we are to fall prey to the temptations leadership positions offer. We can't ever afford to neglect the principles of the program when participating in service. As long as we place God's will ahead of ours, all will be well.
- To guide us in serving others, we seek direction from a higher power. We place the needs of the fellowship ahead of our own desires. It's often a difficult to know when a charismatic trusted servant sways us to a particular opinion or whether we're voting with our own conscience.
- Service is for those we serve. The relationship of trusted servants to the group is reciprocal: members chosen are asked to do so with dedication and fidelity, and those who've chosen them are responsible to support their servants.
- We are responsible to a loving higher power as expressed in the group conscience; we acknowledge this responsibility when we approach service with a selfless and loving attitude. This connection with the group conscience is enhanced when, as trusted servants, we carry a continuous flow of information that is honest and open; it is further strengthened when we seek to serve not to govern. We aren't personally capable of guiding the affairs of NA.
- The spiritual principles involved in part two of tradition two include unity, surrender, faith, humility,



open mindedness, integrity, respect, fidelity, devotion, goodwill, honesty and anonymity.

- The questions we should ask ourselves when thinking of this portion of the tradition include:
 - What is a trusted servant?
 - Are we governed by any of our chosen leaders and why?
 - What is the difference between ego and egotism?
 - How can I keep my ego from interfering in the group’s conscience?
 - What part does my higher power play in my service?
 - How do my service efforts affect the fellowship as a whole?
 - How are principles of my personal recovery reflected in service?
 - How am I willing to be guided by a high power?
 - How can I keep my personality out of service?
 - Who should I look for when choosing a trusted servant?
 - How do I seek my higher power’s guidance in this decision?
 - What part does trust and faith play in choosing a trusted servant?
 - What is my responsibility to the trusted servant after they’ve been entrusted/
 - What is integrity?
 - How do I know when I’m practicing integrity?
 - What part does honesty play in integrity?
 - What is the relationship between anonymity and the group conscience?
 - What does selfless service mean to me?
 - Who benefits from my service efforts?
 - In what ways do I benefit spiritually?
- Discussion: it is our responsibility to make sure we don’t just put warm bodies in place to fill positions, rather than waiting for the right person for the job

TOPIC #2 – OUR PUBLIC IMAGE

Focused on two audiences, internal and those outside the fellowship. Conducted research with these target audiences including police officers, judges, healthcare workers, and general people on the street.

Are you aware of Narcotics Anonymous?

- Police/Law Enforcement 0%
- Hospital 20%
- Doctors 10%
- Professionals (Lawyers, others) 15%
- Average Citizen 70%

Felt that the reason healthcare was higher was due to professionals within healthcare being in treatment or attending a recovery program.

96% of those who responded they were aware of NA responded with “isn’t that like AA?”

Two most interesting responses included:

Older woman – Yes she had heard of it. It’s a group where people go to try to help themselves. It works for some people – the people who make up their minds to do it. They have to want it more than anything.

Younger male (under 30) – 12 step programs make people weak. They would be stronger for overcoming it



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themselves and relying on willpower. This way they don't put blame elsewhere (God). Nor would they be giving up responsibility (making God do the work). I realize that it would be much harder this way – and maybe a support group would be good, just not the higher power idea.

Brainstorming Session

What do we want people to know about NA?

- That it works
- Socially acceptable
- How to find us
- Viable resource
- Safe

Are we being effective at creating that image/living that image?

- If you're interacting with people in the public, are you behaving in a way that's attractive?
- Are we all living examples of a program that work's in our personal lives
- For example, at a lawyer's office was given meeting lists for NA and AA – the AA meeting list had many more meetings listed at variable times; the NA list had mostly one time listing on each day and 7 or the 10 listed were no longer in existence
- We have to make it easy for people to find us

Who needs to receive the information?

- Hospitals
- Lawyers
- Doctors
- Police Officers
- Treatment professionals

Who is responsible?

- Needs to be people who are responsible and not putting newcomers in positions to represent NA to external audiences
- Funnel efforts through an organized PI committee

Who does the maintenance?

- Turnover is a problem, not because it happens, but because we don't train our replacements or place newcomers in a position to carry out a position with no guidance or help
- How can we capture the information needed for training and centralize so it's available?
- Identifying long-lifers and asking what they're doing in service
- The longer a person has been around it becomes more difficult to take on extensive service commitments, the key is asking, "what can you do?" and letting them do those 1-2 things
- Reorient people who haven't been in service for awhile
- Don't abandon people in service, once a position is filled, we need to consistently follow up with them



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to make sure things are going okay

- Most who have been around for a long time want to give back, they just need to know how they can make it work

How important is the 4th concept (effective leadership) in this role?

- Goes back to the idea of having someone with 30 days going out to be in charge of an H&I meeting or PI presentation; the way to handle that is for a long-lifer to go and take the newcomer to train them
- We need to look at how we're filling positions and find a better way; it's not working in many cases

Brainstorming Session #2

Thinking from the perspective of being in an NA group and looking out –

What is NA's image with the public?

- Negative
- Unknown
- It's like that AA
- Confused
- Convicts
- What is NA?
- Cult
- Dealers
- They argue a lot
- Freaks

Discussion

- There are two different types of images the awareness those who are close to us or are involved with us have and the knowledge of those who have no addict in their lives. How do we get the word out if we maintain anonymity?
- Is it better to have a bad image, rather than no image? What about all the bad things people do that reflect badly on the fellowship? Selling drugs wearing an NA t-shirt; having violence in meetings, predatory people, not taking care of meeting places
- With the PR strategy work group, one of the fundamental issues explored was that our 11th tradition states "our public relations policy is based on..." but it does not then say "our public relations policy IS." It's important that people know we can maintain personal anonymity at the level of press, radio and films, but that doesn't mean NA is a secret society. We can distribute information without attaching anyone's full name to it; we can refer people to the WSO or to a website with correct information on NA
- We need to make people aware that every interaction they have can impact a person's perception of NA?
- When we talk with professionals, especially when making presentations, we represent NA to them, whether that's true or not.
- Our perception as a cult is that people believe we're pushing a concept of God that isn't theirs. Or they see we may use profanity in the same sentence as the word God. Or we're permissive because we allow people to believe in the God of their choice. If we look in the dictionary, the definition for cult



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may not seem that far off base. Even the way we refer to ourselves, as the fellowship, can sound like a cult. Being a secret society and not open with information about the program compounds this perception.

Letter read by webmaster from a pastor at a church in Texas to NA members. Stated that he had attended an open meeting and was a member of the NA fan club – realized that we are all broken and need a power outside ourselves to help.

What can I do as a member to improve NA's public image?

- Walk the talk
- Work the steps
- Be clean and serene
- Physically educate the public
- Continue to think of new ideas when the old ones stop working
- Behave yourself in public
- Last half of step 12
- Share our personal success in NA with those who got us here – keep in touch with counselors, judges or others who referred us

Discussion

- Always be aware that people who are indifferent or opposed to NA may at some point become advocates, don't give up on them or stop providing them with information.
- Have to be aware of the relationships we have with meeting facilities – rules for meetings that take place in neighborhoods that reflect the neighborhood norms, like no congregating outside the meeting place, keeping noise outside to a minimum, butt cans, etc.
- Be aware when we wear NA merchandise, we position ourselves as representatives of NA

What can our local service committees (infrastructure) do to improve NA's public image?

- Get the meeting list out in person
- Downsize
- Outreach – offer help not enforcement
- Increase PI efforts
- Elect trusted servants more responsibly
- Communicate
- Demonstrate competence/continuity
- Pay bills on time
- Follow through – do what you say

Discussion

- In workshops that have been done, accurate meeting lists and delivering them in person was the number one way to improve our public image
- Look honestly at the resources we have available in our groups, area, region and don't over extend
- Use PI to get the word out about NA – if law enforcement doesn't know we exist, get the word out



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- Need to train people who take service positions; don't leave people to find their own way, no matter how much clean time they have; providing a manual, like a PI manual is not the answer in itself – you need someone to walk you through it
- Provide a handbook for people to use, but give them an executive summary up front that gives them the topline of information first, then the full version is there when they have time, or a need to explore deeper, but the essentials are spelled out in simple form
- Be proactive in PI efforts, don't just send information out and wait for them to call, check in with them first to see if they have any questions you can answer
- Don't put people in positions just to have a pulse there – it's not fair to them or the group
- We have pamphlets (IPs) that are readable and easy to digest – if we had 5 or 6 pamphlets of the same length as IPs regarding service, they would be better read

What would you, if you were a professional, think about the NA fellowship?

- Depends on my view personally
- Does it really work?
- Would I drop off my kid there?

Discussion

- It's going to be influenced by input from clients, colleagues
- Influenced by personal experience in meetings if recovering themselves
- Newcomers often don't know how to behave in any other way than destructive or glorifying using, it takes old timers being there to guide them; we have to be realistic about newcomers and behavior and guide them to more responsible ways of acting

What is the NA Way and how does it present a positive public image?

- All inclusive
- Carry the message to the addict
- In all of my affairs
- All about a solution
- I don't do drugs
- Message/one promise/one vision

Discussion

- We are for everyone regardless; we are everywhere
- If I'm not carrying the message then why am I even in the rooms?
- How we act in public very much conveys our image to others, i.e. at conventions, meetings
- We are a program full of people who have overcome obstacles and are successful
- It's about change; the process of changing; if we're working the principles to changes our light inside shines out to others
- One message – hope, freedom and the ability to find recovery

How do I practice these principles in all my affairs? – There's only one person who can change our public image – Me.



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SUNDAY, JANUARY 30, 2005

Facilitator’s, Treasurer’s, Web Servant’s, Archivist’s and Representative’s reports are submitted by those representatives and can be found on www.szfna.org. The following are highlights from those reports.

FACILITATOR’S REPORT NOTES

- Timeline for zonal forum meetings where we do 3 a year- remove one meeting every other year.
- Continues to work to improve interaction with other zonal forums.
- Mike- PSZF also has something in the works from the Governor’s conference. Need to email the PSZF and make contact with them in order to get included on the activity that is taking place.

TREASURER’S REPORT

General credits and debits during forum

Credit	Debit	Comments
Beginning balance of \$1306.54 on 1-29-05		
\$500.00		Tejas RSC
\$100.00		Kentuckiana RSC
\$150.00		Lonestar RSC
\$200.00		Mississippi RSC
\$30.00		Old t-shirts sales
\$405.00		New t-shirt sales
\$220.00		Registration
	\$20.00	Ck. 1548 Secretary tapes
Beginning balance of \$2891.54 on 1-30-05		
	\$24.25	Ck. 1549 T-shirt Bal.
	\$146.51	Ck. 1550 Refreshments
	\$83.39	Ck. 1551 Treasurer- travel
	\$219.62	Ck. 1552 Facilitator- travel
	\$150.00	Ck. 1553 Agape group- rent
\$60.00		Old t-shirts income
\$30.00		New t-shirts income
Balance \$2357.77		
Prudent reserve \$1750.00		
Donation to NAWS will be \$607.77		

- Prudent reserve adjusted to \$1750.00 in order to accommodate average spending from previous 2 years of forums and need to address spending for next forums.



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WEB SERVANT REPORT

- The web servant is officially a funded position including ½ a room night for 2 nights and travel to and from the forum.
- The expectation from this funded position is that we are able to address web related needs on-site and adjust the forum website material as necessary during discussions at the forum.
- Several discussions and points of possibility were noted. Web servant and representative will work together to address possible changes between forums.

SZF REPRESENTATIVE REPORT

- Will forward email from LA convention board to Bob L. from Louisiana.
- Will provide input from this forum and the previous 2 for a total of 9 months of topic survey's to WB for upcoming world wide workshop
- Will update new revision of Solutions pamphlet to include "Tradition 2" and "Our public image".
- Will work with web servant to update new portions or website including
 - A solutions page with all pamphlets and access to supporting information from topic presentations
 - General survey for completion at the leisure of those visiting the site
 - General updates and changes
- Representative will attend next world wide workshop
- Will make contact with other forums and attend or communicate with alternate resource who can attend in order to facilitate communication and foster cooperation between forums.
 - Plains states zonal forum meets 3rd weekend of March. Red River Mike will possibly be attending.
 - Midwest zonal forum meets April 1st through 3rd- Rep may be able to attend.
 - Rocky mountain zonal forum- No information yet
 - South eastern zonal forum- No information yet

ARCHIVIST REPORT

- Write an article for the NA way about SZF
- Provide input on the 3 meetings a year (See below)
- Agreement guide and general materials available through the facilitator and website

GENERAL SESSION NOTES

Timeline

- Format for the timeline-
- We will have the timeline for nine months out for the next forum.
- This format will be in the form of the current schedule minus one forum in April every other year.
- This will be the odd year from each WSC.



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Elections

Facilitator position will open for willingness during this cycle.

Willingness was submitted during the forum- Mike B. from Tennessee submitted a world pool resume that will be forwarded to all participants in an alternate format.

Other interested members need to submit a resume before the next forum.

Topics for Kansas City forum in July-

- Outreach
- Leadership

Merchandise

- T-shirt design - add southern forum style to the logo- Steve will do...
- T-shirt to cover the costs- money from regions is a main support- we want to consider using the monogram on a mug....