Implementing Project-Based Services

Resources and excerpts for this compilation of information can be found on www.na.org and include Service System Project, Planning Basics, and A Guide to Local Services. Most of the information herein is from the fellowship resources, not individuals.

Jackie G. and Kevin D. of KY helped to organize the information with added comments to promote ideas for future projects within our zone, regions, areas, and groups.

10/26/2019

Often in our personal recovery, we are told to look something up in a dictionary. What does it mean to implement a project? Several sources define these words as follows. Our own interpretation may vary, but here's a starting point:

Define Implement:

Put (a decision, plan, agreement, etc.) into effect
synonyms: execute, apply, carry out, carry through, perform, enact, administer, fulfill, discharge, accomplish, bring about, achieve, realize, contrive, effect, enforce, impose, (Google Dictionary)
Merriam-Webster:
transitive verb: 1: carry out, accomplish especially: to give practical effect to and ensure of actual fulfillment by concrete measures...
Cambridge Dictionary: 1. to start using a plan or system.......

What is a Project?

A project is defined as an effort to create or modify a specific product or service. Projects are temporary work efforts with a clear beginning and end...(each organization can define what they believe is a project) ((University of Illinois))

Any local service body or committee may develop a project plan and implement the plan. Projects within our fellowship can occur at the group, area, regional, zonal, or world level. Current Projects in our worldwide fellowship were chosen at WSC2018.

Current Projects in Narcotics Anonymous:

Spiritual Principle a Day Book Project
Mental Health/Mental Illness IP Project
Local Service Toolbox Project
Convention and Events Tools Project
Service System Project
Future of the WSC Project

Our worldwide fellowship also is focusing on 3 Issue Discussion Topics. A service body could develop those into educational projects locally if needed.

Current Issue Discussion Topics 2018-2020

- *Carrying the NA Message and Making NA Attractive*

- *Attracting Members to Service*

- *Drug Replacement Therapy (DRT) and Medication Assisted Treatment (MAT) as it relates to NA*

Possible Projects for Local Groups or Areas:

- Outdated website
- Lack of trusted servants with experience and clean time
- Unreliable and expensive helpline provider
- How to raise awareness of PR and H&I service
- Not enough trusted servants providing services

Possible Projects for Regions:

- PR Event for Professionals
- Fellowship Event(s) with Neighboring Regions
- Revision of Phoneline
- Updating website
- CAR and CAT workshop schedules for areas

Possible Projects for Southern Zonal Forum:

- Zone hosting PR Events for Professionals (on SZF Fridays)
- Review and Revisions to Policies and Procedures
- Collaborative Event with neighboring zones
- Orientation & Training for New Zonal Trusted Servants
- Sharing with our Local Fellowships on Role of SZF

Project-Based Workgroups

Possible Ideas for an Area Project Workgroup:

Just as groups create an Area Service Committee (ASC) to help them fulfill their primary purpose, the ASC creates **subcommittees** to do the actual work involved in delivering its direct services. ***(or as discussed today, the creating body could be group, region, zone, or world) services)***

After the ASC decides to develop projects, it may divide and assign the projects to their respective **committees.** Likewise, the ASC or **Sub-Committee** might take on plans or assign them to a **workgroup**. Involving experienced members familiar with the service project can help to identify the necessary steps to take to achieve the goals

Some local bodies are still effectively providing services with the traditional subcommittee structure. Project-based services can also be a new, temporary group of trusted servants who do not want to hold to our traditional structure of a subcommittee nor commit to a specific term of service. The local body shall determine whether the workgroup is the same, similar, or different than a structured subcommittee. Project-Based services work when trusted servants choose to work together and be directly responsible to those they serve.

Workgroups are set up for specific projects and have limited lives.

Once the project is completed, the workgroup is dissolved.

Considering all input is vital to the planning process. We want to understand what is working and what is not. Monitoring the progress of our plans helps ensure that we are accomplishing the intended goals. **When we keep accurate records and maintain accountability through reporting, we contribute to the long term planning process.** We want to keep track of the **time and money** that are involved in accomplishing any goal. This helps create realistic plans in the future. In addition, we will want to consider how long these actions may take and how often the responsible members will report back

As always, we adhere to our Traditions. As well, an ASC should pay careful attention to the Twelve Concepts. If Workgroups are to serve effectively, the ASC must delegate sufficient authority to exercise their best judgment in fulfilling their duties.

Each workgroup should create a project plan that addresses the following:

- What tasks need to be done
- When these tasks need to be accomplished
- Who the trusted servants responsible will be, including a responsible accountable point person to track progress
- How much time and money will be involved

Project Plan Steps

1. Review the identified issue and goal or solution of the project.
2. Brainstorm some possible approaches for achieving the goal; rank those approaches.
3. Identify the highest ranked approach(es) that will achieve the goal
4. Identify the actions that need to be done to achieve each approach.
5. Estimate or identify what **resources (people and money)** are needed for each action and when they are needed
6. Identify trusted servants responsible for completing each action; Identify **point of contact** for ASC or sub-committee. .
7. Define reporting expectations between Workgroup, trusted servants and the ASC

Considerations Throughout the Project Planning and Implementation:

1. Are the proposed actions reasonable? .
2. Is the "what", the "who", the "when" and the "how" identified in each project plan?
3. Are there resources for all project plans?

Project Plan Approval:

Once project plans are developed and presented, approval of each project will happen at the ASC or committee (or other service body) that created the workgroup.

It is very important for us to record and keep minutes when implementing a project. As it may be a temporary group of trusted servants who do not continue to serve a traditional service body, without archival records of the project some new trusted servants may not realize the history of the issues and what has already been accomplished.

This segment of today's information is for those members who are considering presenting this information again in a workshop setting. Again, excerpts from our printed fellowship resources are herein.

Presentation Suggestions:

Present Information

Discussion

Small Group Workgroups

Large Group Review and Closing

Small Group Activity

Have room break up into small groups and assign each "workgroup" with a project. Using the Project Plan Steps, have the group discuss their assigned project and report back to the large group.

Presentation Times For Future Workshops on this Topic Might be:

Power point presentation coulde be 15 minutes	15
Breakout session 30-45 minutes	30
Small group report 15-20 minutes	15
Large group discussion -close	15
Equals 1 hour 15 minutes - add 15 minutes for above segments running over =	
	1.5 hour workshop

Planning 1

Materials: Large sheets of paper and markers, copies of Planning handout and A Vision for NA Service.

If possible, set up the room so that members are sitting at tables of 8 to 10 seats.

What is Planning?

Why Plan?

- Planning encourages us to take a fresh look at the routine and essential services currently being provided, and discuss ways to improve them.

- Planning can also more meaningfully involve groups in the authority and responsibility they have for NA services.

Planning Basics/The Planning Cycle

Referencing the handout, introduce the 4 steps of the planning cycle, and briefly explain them.

1. Gathering information

2. Identifying and prioritizing issues/ brainstorming goals and solutions

3. Creating project plans   4. Monitoring and evaluating

Seven Planning Components

The Area Planning Tool identified these seven important components of the planning process. You will see these embedded in the previous four steps.

4. gather information
1. list the issues
2. develop goals (identify "what," not "how")
3. prioritize goals
4. create approaches (actions to reach goals)
5. prioritize approaches (a second look)
6. develop action plans

It is helpful to have these listed on a sheet on the wall for reference throughout the session, these are our road maps

Large Group Planning Exercise

Large Group Planning Exercise

A quick walk through of the planning process to give everyone a feel for how it can work.

Brainstorm and prioritize issues (5 minutes)

- Brainstorm a short list of issues that are affecting the local community.

- Prioritize a single issue, write it on a large sheet of large paper and put it on the wall.

Brainstorm and prioritize goals and solutions (5 minutes)

- Brainstorm a few goals for the issue and prioritize one of them.

- Brainstorm a few solutions to achieve the prioritized goal. Prioritize a single solution

An example of an issue, goal, and a solution could be as follows:

Issue—No trusted servant training
Goal—All trusted servants are trained to fulfill their service commitments
Solution—Organize a trusted servant training and learning day

Create a project plan for the prioritized solution Remind everyone that project plans need to contain the **what**, **who**, **when**, **how much** and **who monitors** for each project. Add the details to the sheet with the issue and solution

Discussion / Feedback

Planning Basics

1. **Gathering information, including:**
   a. information about the services currently being provided
   b. challenges and successes related to providing services locally
   c. external factors that may need to be considered when deciding how best to carry the message.
   d. Compile this information for next steps

2. **Identifying and prioritizing issues/brainstorming goals and solutions:**
   a. **Identify the issues** - The community comes together at a planning assembly to review the information that has been gathered in the first step.
   b. **Rank the issues -** Attendees prioritize the issues they think are most important to address by a show of hands or other informal process. It's best to start slowly with one or two issues. More can be addressed as you gain experience.
   c. **Brainstorm/prioritize Goals –** Offer ideas or *goals* for one or two top prioritized issues—these represent the <u>desired result</u>. The goals for each issue are then prioritized.
   d. **Brainstorm/prioritize Solutions** – Focusing on the highest prioritized goals, attendees brainstorm solutions (or approaches) for each —these represent <u>how to achieve</u> the goals. The solutions are then also prioritized.

3. **Creating project plans:** Project plans are intended to achieve the solutions prioritized during the planning assembly. They contain details like **<u>what</u>**, **<u>who</u>**, **<u>when</u>**, **<u>how much,</u>** and **<u>who monitors</u>** for each project. These can be created by workgroups or committees, but if your committee is new to planning, it may be most beneficial for the entire group to create the plans.

4. Monitoring and evaluating—Projects are monitored to ensure accountability, and evaluated when completed to check how effective they were. This step is one way that our service bodies can remain "directly responsible to those they serve" as discussed in the Ninth Tradition

On this date, October 26, 2019, the Southern Zonal Forum members and fellowship members looked at a possible project for Zone. A small group session then followed, in which two small groups defined issues within the project plan "Orientation for New Zonal Members." While not an actual project at this time, it gave the body ideas for improving our welcoming of new members and visitors at each zone. Following are the lists that both groups presented to the body in a final large group sharing time.

GROUP 1

How to Train New Zonal Members?

1. Explain Zonal Rotation
2. Welcome/explanation package * (greeters)
3. Meeting etiquette (facilitator guides mtgs)
4. What to Expect/Welcome to Zonal on website
5. Lead by example
6. Replace morning recovery meeting with training session
7. Be enthusiastic about your role in service

GROUP 2

- Make feel comfortable with asking questions – finesse
- Concise agenda review at the beginning
- Report format for RDs
  - What is needed in the report
  - What is most pertinent
- Report Format to Regions from SZF
- Mentorship
- Hosting Guidelines
  - Timelines for Hotels and T-shirts
  - Make sure all RDs have timelines

    THE END