



MULTI-ZONAL SERVICE SYMPOSIUM WORKGROUP GUIDELINES

Midwest Zonal Forum, Plains States Zonal Forum,
and Southern Zonal Forum of Narcotics Anonymous

11/4/15



Purpose

The Multi-Zonal Service Symposium offers an opportunity for the exchange of experience, strength, and hope between members of NA service. This event, with its broad diversity of our fellowship, fosters the magic of service that happens when members gather from greater distances to share best practices in serving the suffering addict and fulfilling our primary purpose. Through NA zones working together in a spirit of unity and cooperation to support the groups in carrying our message of recovery, the symposium's purpose is to inspire and instill in participants the joy of service by mentoring and learning collaboration. The Multi-Zonal Service Symposium workgroup purpose is to organize and produce the MZSS event within the 3 zones biennially in September or October in the even numbered years.

Guidance

The MZSS workgroup shall follow these guidelines, the 12 Traditions, and the 12 Concepts of Service for Narcotics Anonymous. It will be accountable to the Regions within the Midwest Zonal Forum, Plains States Zonal Forum, and Southern Zonal Forum of Narcotics Anonymous.

Financial Responsibility

The MZSS workgroup is ultimately financially responsible for the event. The MZSS workgroup will provide financial accountability for the project including oversight of the budget, signing all contracts, and administration checking account. Authorized signers on the account will be the MZSS Facilitator, MZSS Co-Facilitator, MZSS Treasurer, and MZSS Co-Treasurer.

All expenditures must be approved by the MZSS workgroup prior to incurring the expense. The mailing address for the bank account shall be determined when a Treasurer is elected.

Distribution of Funds

The MZSS workgroup reimburses expenses specified by these guidelines. A request with receipts must be submitted to the Treasurer for reimbursement.

1. Payments should be made directly to vendors and/or businesses whenever possible.
2. All authorized monthly operating expenses will be paid without prior approval needed.
3. All other expenses must be approved in advance by the MZSS workgroup.
4. All expenditures must have receipts and/or invoice attached.

At the completion of each event, all expenses must be paid. Of the remaining funds, \$4000 will be held for the next MZSS for seed money and the remaining funds will be split: ½ to NAWS and ½ divided equally between the 3 zones. The workgroup will decide which item(s) will be sent to NAWS for archival purposes. Any unsold merchandise will be equally distributed to each participating Zonal Forum.

Reporting

The MZSS workgroup Facilitator or Co-Facilitator shall make regular written reports to the Regional Delegates and the Zonal Forums. These shall include detailed treasurer reports. The MZSS workgroup shall select liaisons as necessary.

Workgroup Participants

MZSS workgroup Officers shall consist of a Facilitator, Co-Facilitator, Treasurer, Co-Treasurer, Facilities Coordinator, and Recorder. In addition, there will be task coordinators, task group members, and members at large.

Decision Making

A) General Description:

As a spiritual body, we try to reach all decisions by consensus; we believe that a loving God's will is expressed through our group conscience (2nd Tradition). One of the reasons we try to achieve consensus is that it insures that we follow our 9th Concept: "All elements of our service structure have the responsibility to carefully consider all viewpoints in their

decision-making process.” By carefully discussing and respectfully listening to all points of view, we try to make sure this happens in the MZSS workgroup (and all its task/workgroup meetings). All MZSS workgroup/task group proposals and decisions, except elections and when narrowing down multiple options (event theme, etc.), will be considered using consensus-based decision making. In the consensus-based decision-making process, we utilize 5 basic options (SURRENDER, COMMENT, QUESTION, CLARIFY, STOP) to signify questions or additions to the discussion, as well as 5 options (SURRENDER, AGREE, AGREE WITH RESERVATIONS, STAND ASIDE, BLOCK) to show your consent or objection to a proposal. The Addendum A details the definition of each option for discussion and decision phases, and Addendum B illustrates the flow of the decision-making process. Because we do not meet in person but via video/conference call, extra care should be taken to be considerate and allow everyone a chance to speak. When speaking, please make sure to speak loudly and clearly in order to be heard. Using the wordage of the discussion options will help facilitate this process.

B) Decision Making Process (applies for all task and workgroups within MZSS)

- 1) **Presentation**—A proposal is presented to the Facilitator by a member of the workgroup. A proposal can be submitted
 - a) Prior to the meeting to be placed on the agenda; or
 - b) Developed/created during a workgroup meeting.
- 2) **Clarification**—The maker of the proposal presents the proposal to the MZSS workgroup body and answers questions about the proposal. Only questions and/or clarification will be allowed during this step of the process.
- 3) **Straw Poll**
 - a) Facilitator will ask if there are any objections (including AGREE WITH RESERVATIONS, STAND ASIDE, AND BLOCK).
 - b) 100% AGREE, the proposal goes directly to the consensus phase.
 - c) 100% BLOCK, the proposal goes directly to the consensus phase.
 - d) Anything less than 100% AGREE, the proposal moves to discussion.
- 4) **Discussion Phase**
 - a) The Facilitator shall guide discussion utilizing the five discussion options.
 - b) Changes to the proposal can be made during this time.
 - c) The facilitation of discussion should be to offer solutions to create compromise.
 - d) All objections should be heard out or compromise made.
- 5) **Consensus**
 - a) The five consensus options will be utilized.
 - b) If 80% are: AGREE, AGREE WITH RESERVATIONS, STAND ASIDE, or SURRENDER, the consensus is that the proposal is accepted.
 - c) If not all are “AGREE” the Facilitator may ask for further explanation from those members.
 - d) If 80% Consensus is not reached, the facilitator will review to determine the next step. These steps are:
 - (i) Place on the agenda for the next general workgroup meeting. Members may take the proposal back to discuss with their task groups and/or any regional members for input,
 - (ii) Return to the discussion phase, and
 - (iii) Declare that the proposal is rejected.
- 6) **Non-consensus based decisions are as follows:**
 - a) Elections with more than one nominee, and when narrowing down multiple options, will be performed by members typing in their vote (state aloud if do not have typing capabilities).
 - (i) The Facilitator or acting Facilitator shall cast their ballot before the vote is collected. This vote shall be used only in the event of a tie.
 - (ii) A plurality will determine elections.

C) Guidelines Review Process

The Facilitator will appoint a guideline review task group to review guidelines and will send the proposed guideline changes from the review out to the regions for 30 days. The workgroup will process any input received.

Attendance

Regular attendance is essential to the effective functioning of the workgroup. Virtual attendance is required by all workgroup members at each regularly scheduled MZSS workgroup meeting. If, for extraordinary reasons, a member is unable to attend a meeting, a written report may be submitted to the Facilitator prior to the meeting.

If an administrative officer or task group coordinator misses two consecutive meetings the workgroup may vote to replace or retain the administrative committee member or coordinator.

Rotation of Symposium

2016 - Midwest Zone

2018 - Plains States Zone

2020 - Southern Zone

This rotation will continue through the zones with the symposium taking place in September or October.

The current workgroup will reach out to next hosting zone in the rotation and ask if it will discuss and recommend 3-4 cities/hotels for consideration. The MZSS workgroup is still ultimately responsible for all decision making and making sure all the work is done.

Elections

In order to maintain the distinction in service between principles and personalities, it is important to observe the practice of rotation. Members may self-nominate to any position by presenting a service resume. Officers are confirmed by the MZSS workgroup, following established guidelines. When a position has been vacated, the election of the new officer or task group coordinator will be conducted at the next meeting. In the event that the Facilitator position becomes vacant, the Co-Facilitator will preside as Facilitator until a new Facilitator can be elected. At the wrap up call following the event we will begin the election process.

Membership Requirements, Responsibilities and Duties

All members are expected to be active participants in Narcotics Anonymous, reside in one of the Regions contained in the 3 participating ZFs, and follow the 12 Steps, 12 Traditions, and 12 Concepts of Service.

Administrative Officers

Responsibilities

1. All administrative officers need to have the time and financial resources to attend the event weekend.
2. All administrative officers identify best practices and share experience, strength and hope in a portion of the hand-off package specific to their task. Hand-off package includes material such as timeline, budget, revenue information, number of attendees, final reports, guideline recommendations, etc.
3. After each event, shall serve until the final report (including financials) is presented to the Regions and Zonal Forums.
4. See below for responsibilities specific to each position.

Facilitator

Requirements

1. 5 years continuous clean-time
2. Previous Narcotics Anonymous service experience as facilitator/chair at the Regional or Zonal level
3. Ability to lead a meeting and guide the workgroup

Responsibilities

1. Acts as the single point of accountability for the MZSS and the primary contact to the fellowship for the event
2. Facilitates all regular meetings of the MZSS workgroup
3. Sets a written agenda and provides agenda to all participants 2 days prior to the meeting
4. Makes written reports to the MZSS workgroup at each meeting
5. Makes regular written (and oral where possible) reports to the RDs and ZFs (unless represented by the Co-Facilitator or Treasurer)
6. Provides leadership, guidance, creativity, delegation, and encouragement to the workgroup and its Task Groups and follows up to ensure tasks are completed
7. Reviews minutes prior to distribution by recorder (within 7 days of meeting)
8. Authorized signer of checking account
9. Is available throughout symposium weekend for assistance and leadership where needed
10. Prepare a final report (including complete financial) in collaboration with the Co-Facilitator and other workgroup members to present to the regions and zonal forums no more than 30 days following the symposium.
11. Arrange for an audit (by someone not in the MZSS workgroup) to be completed no more than 3 months following the symposium.
12. Appoints guideline review task group to review guidelines.
13. Sends the proposed guideline changes from the review out to the regions for 30 days. The workgroup will process any input received.

Co-Facilitator

Requirements

1. 5 years continuous clean-time
2. Previous Narcotics Anonymous service experience as facilitator/chair at the Regional or Zonal level
3. Ability to lead a meeting and guide the workgroup

Responsibilities

1. Assumes all the responsibilities of the Facilitator in the Facilitator's absence
2. Make written reports to the MZSS workgroup at each meeting
3. Provide leadership, guidance, creativity, delegation, and encouragement to the workgroup and its task groups and works with facilitator on follow up to ensure tasks are completed
4. Make written and oral reports to the RDs and ZFs when representing the Facilitator
5. Maintain regular contact with the task group coordinators and assist them as needed
6. Authorized signer of checking account
7. Is available throughout symposium weekend for assistance and leadership as needed
8. Prepare a final report (including complete financial) in collaboration with the Facilitator and other workgroup members to present to the regions and zonal forums no more than 30 days following the symposium.
9. One year before the current symposium occurs, notify the zone next in the rotation that the symposium will take place in their zone in 3 years. Ask the zone to discuss and come up with potential city/hotel options.

Treasurer

Requirements

1. 5 years continuous clean time
2. Ability to present financial information in a clear and concise manner
3. Previous Narcotics Anonymous service experience as a treasurer of a committee, subcommittee, or workgroup at the Area, Regional, or Zonal level.

Responsibilities

1. Keeps accurate financial information in a clear and concise manner
2. Makes complete written and oral reports to the MZSS workgroup at each meeting
3. Makes written and oral reports to the RDs and ZFs when representing the Facilitator
4. Creates budget with input from other workgroup task group coordinators
5. Prepares copies of bank statements with written reports for Facilitator, Co-Facilitator, and Recorder for the minutes
6. Rents PO Box, if required
7. Coordinates with the Registration and Merchandising task groups to promptly deposit funds in the workgroup's checking account
8. Maintains physical custody of the checkbook, receipts, reports and electronic records of the treasury
9. Supervises all handling of money during MZSS and pre-MZSS events
10. Authorized signer of checking account
11. Adheres to all money handling procedures established by the MZSS workgroup
12. Obtains a Seller's permit if one is required
13. Obtains a tax ID number
14. Prepare a final financial report in collaboration with the co-treasurer including complete financial records of the symposium to be given to the facilitator no more than 30 days following the symposium.

Co-Treasurer

Requirements

1. 5 years continuous clean time
2. Ability to present financial information in a clear and concise manner
3. Previous Narcotics Anonymous service experience as a treasurer of a committee, subcommittee, or workgroup in at the Area, Regional, or Zonal level

Responsibilities

1. Keeps accurate financial information in a clear and concise manner
2. Performs all duties of the Treasurer in the Treasurer's absence
3. Assists with all Treasurer duties
4. Is willing to be MZSS Treasurer in the event the MZSS Treasurer cannot fulfill the responsibilities
5. Authorized signer of checking account
6. Prepare a final financial report in collaboration with the treasurer including complete financial records of the symposium to be given to the facilitator no more than 30 days following the symposium.

Recorder

Requirements

1. 3 years continuous clean time
2. Previous Narcotics Anonymous service experience as a secretary/recorder at the Area, Regional, or Zonal level
3. Ability to present written information in a clear and concise manner

Responsibilities

1. Prepare complete written minutes of all workgroup meetings including attendance of all present.
2. After review by the Facilitator, Distributes minutes to all participants within 7 days of the meeting after being reviewed by the Facilitator

3. Maintains proposal and decision log and distributes to participants upon completion of each page
4. Provides copies of the guidelines, budget, motion and decision log, and blank proposal forms for all participants
5. Maintains roster of all participants, which includes name, email addresses, and phone numbers and distributes roster upon request

Facility Coordinator

Requirements

1. 5 years continuous clean time
2. Previous Narcotics Anonymous service experience with convention management on an Area, Regional, or Zonal level

Responsibilities

1. Attends MZSS meetings to present a written and oral report
2. Liaison between MZSS and the hotel, serving as the single point of contact with the hotel management up until the event; supports the Facilitator as he/she becomes the single point of accountability during the event
3. Negotiate and complete all preliminary paperwork with hotel including contracts and credit applications
4. Arrange for insurance
5. Plans banquet/luncheon
6. Works closely with all task groups to ensure adequate facility resources are arranged

Task Group Coordinators

General responsibilities for all task group coordinators

1. Invite members to serve on each task group to help fulfill all responsibilities necessary to complete the assigned task(s)
2. Develop a timeline and work plan for completing assigned tasks
3. Submit a proposed budget to the Treasurer
4. Serve as a liaison and submit oral and written reports to the MZSS workgroup
5. Provide Recorder with the copies of all minutes of task group meetings. Bring all drafts, expenditures, recommendations, and suggestions to the MZSS workgroup for approval.
6. Establish task group meeting times and locations
7. Facilitate and lead task group meetings with a prepared agenda
8. Secure bids from 3 vendors whenever possible for approval by the MZSS workgroup before incurring any expenses for goods and services
9. All task group coordinators need to have the time and financial resources to attend the event weekend.
10. All task group coordinators identify best practices and share experience, strength and hope in a portion of the hand-off package specific to their task. Hand-off package includes material such as timeline, budget, revenue information, number of attendees, final reports, guideline recommendations, etc.
11. After each event, shall serve until the final report (including financials) is presented to the Regions and Zonal Forums.
12. See below for responsibilities specific to your position.

MZSS Registration Coordinator

Requirements

- 1) 3 years clean time
- 2) Previous Narcotics Anonymous service experience in registration at the Area, Regional, or Zonal level

Responsibilities

- 1) Oversees all registration functions including pre and onsite registration duties
- 2) Coordinates with and receives advance approval from MZSS Treasurer tracking methodologies for all registration related deposits and money handling procedures
- 3) Collaborates with Art & Graphics to create
 - a) Brochure/flyer (includes registration for the event and hotel information)
 - b) Posting and/or web-link for use on Regional/ZF websites
- 4) Distribution of brochure/flyer to Regions and Zonal Forums
- 5) Collaborates with the Technology Coordinator on pre-event communication
- 6) Prepares and distributes registration packets and name badges
- 7) Processes and monitors pre-registrations
 - a) Monitor Paypal (or other online) account linked to online registration
 - b) Provides electronic or written confirmation to registrants
- 8) Coordinates registration area with Facility Coordinator
- 9) Manages all onsite registration functions and coordinates all registration volunteers
- 10) Sells meal tickets as directed by the MZSS workgroup

Merchandise Task Group Coordinator

Requirements

- 1) 3 years clean time
- 2) Previous Narcotics Anonymous service experience in merchandise at the Area, Regional, or Zonal level.

Responsibilities

- 1) Vets, secures, and provides detailed information of all requested merchandise items for review and approval by the MZSS workgroup
- 2) Recommends pricing of all items to the MZSS workgroup for approval
- 3) Keeps accurate financial records of merchandise sales and inventory
- 4) Prior to purchase, provides to MZSS workgroup a written purchase order for all items that includes cost, selling price, and production times
- 5) Coordinates with Regions and Zonal Forums any opportunities for pre-event sales
- 6) At the end of the event, provides a written final inventory of unsold merchandise including wholesale and retail values

Arts and Graphics Coordinator

Requirements

- 1) 2 years clean time
- 2) Previous Narcotics Anonymous service experience in arts and graphics at the Area, Regional, or Zonal level.

Responsibilities

- 1) Develops logo based on theme provided by workgroup after soliciting the fellowship for ideas.
- 2) Develops and provides, in a reproducible manner, all graphic projects approved by the workgroup and task groups to include:
 - a) Banners
 - b) Programs
 - c) Brochures
 - d) Tickets
 - e) Directional signs
 - f) Program signs
 - g) Flyers
 - h) Other projects as needed
- 3) Solicits bids from printers and coordinates deadlines
- 4) Maintains regular contact with task group coordinators

Host Coordinator

Requirements

- 1) 2 years clean time
- 2) Previous Narcotics Anonymous service experience in hosting at the Area, Regional, or Zonal level

Responsibilities

- 1) Works with the Facility Coordinator and all other task groups to develop a working plan for the symposium. This plan should address security, audio/visual, convention space needs, parking, various costs, etc.
- 2) Acts as the direct communication link between the workgroup and the local fellowship
- 3) The Coordinator will lead the host task group to...
 - a) Serve as the host for the symposium
 - b) Work with other task groups to meet all on site needs
 - c) Recruit volunteers for the symposium
 - d) Set up and staff a hospitality table for volunteer check in and where members can find information on local restaurants, points of interest, public transportation schedules and local NA meeting schedules
 - e) Coordinate airport travel if possible or for special needs
- 4) Provides, relays, and helps maintain the MZSS Purpose to the local fellowship

Technology Coordinator

Requirements

- 1) 2 years clean time
- 2) Previous Narcotics Anonymous service experience in technology at the Area, Regional, or Zonal level.

Responsibilities

- 1) Develops and maintains an online presence for MZSS that provides visitors with information about MZSS. that includes
 - a) Event dates and location.
 - b) Volunteer recruitment, sign ups
 - c) Workgroup meeting dates and times
 - d) Hotel registration information
 - e) Event Registration information

- f) Registration Flyer
- g) Online portal
- 2) Develops and maintains electronic communications to provide regular updates to members
- 3) Maintains a database of email addresses of:
 - a) Workgroup members
 - b) Interested members
 - c) Areas, Regions, and Zones within the Multi Zonal structure
- 4) Disseminates information about MZSS to the fellowship through all available media communications including
 - a) NAWS Event Calendar entry 12 months prior to event
 - b) NA Way announcements beginning 6 months prior to event
 - c) Posts to other acceptable Fellowship related Social Media
- 5) Develops and maintains an online archive.
 - a) Workgroup minutes
 - b) Event materials to include:
 - i) Audio if available
 - ii) PowerPoint presentations
 - iii) Handouts
- 6) Updates the workgroup through regular contact and by providing a report at workgroup meetings.
- 7) Supports the workgroup as needed in technical areas.

Programming Coordinator

Requirements

- 1) 5 years clean time
- 2) Previous Narcotics Anonymous service experience in programming at the Area, Regional, or Zonal level
- 3) Ability to plan, communicate, and organize

Responsibilities

- 1) Establishes program for the symposium with workgroup approval
 - a) Recommends workshop topics
 - b) Recommends and secures workshops presenters
 - c) Vets, recommends, and secures main speakers
 - d) Recommends and secures banquet speakers or presenters
 - e) Plan/coordinate of additional program requests such as recovery meetings, evening “coffee shop” gatherings, etc.
- 2) Plans/coordinates additional program requests such as recovery meetings, evening “coffee shop” gatherings, etc.
- 3) Maintains document of presenter/workshop information including contact information, workshop IT requirements, special needs, room layout and travel confirmations.
- 4) Recommends vendor and oversee recording of all workshops
- 5) Secures and coordinates volunteer secretaries and speakers for all meetings
- 6) Coordinates with Arts & Graphics all signage needs for conference rooms and any special workshop materials and program layout.
- 7) Coordinates with Technology and Facilities Coordinator the IT needs/requirements for each workshop
- 8) Coordinates all material, documents, PowerPoint presentations, etc. for all workshops to IT for uploading of information to website
- 9) Conducts a census of attendees at workshops and main speaker meetings

Task Group Members

Requirements

- 1) No clean time requirement.
- 2) Active participation in Narcotics Anonymous in in one of the Regions contained in the 3 participating ZFs

Responsibilities

Actively participate in MZSS and follow through with any assignments made

ADDENDUM A

FOR DISCUSSION (SAY OR TYPE):	
SURRENDER	if you've heard enough and would like a straw poll or consensus
COMMENT	to make a comment or give your opinion
QUESTION	if you have a question or need clarification
CLARIFY	if you can help answer or clarify on the topic
STOP	if our agreed upon procedures are not being followed
	the discussion has gone off topic & needs to refocus
	a member is dominating the discussion or being otherwise inconsiderate
FOR CONSENSUS (SAY OR TYPE):	
SURRENDER	no opinion, you go along with group conscience
AGREE	all things considered, you agree with the decision at hand.
	Agree does not mean that you agree with every aspect of a proposal, but that you have heard the discussion, have had a chance to participate in the process of finalizing the proposal, and are prepared to support the decision.
AGREE WITH RESERVATIONS	if you are willing to let a proposal pass but want to register your concerns
STAND ASIDE	if you have a serious personal disagreement with a proposal, but are willing to let the proposal pass
BLOCK	if you cannot support this or allow the group to support this.
	You believe it to be against our principles. This means you strongly disagree. Blocking members will be asked to explain their objections.

ADDENDUM B

Consensus Based Decision Making

