

**MOUNTAINEER REGIONAL SERVICE COMMITTEE
OF NARCOTICS ANONYMOUS**
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**MRSCNA Minutes
January 6 & 7, 2018**

OFFICERS:

Chair: Nick L.
Vice-Chair: Anant V.
Secretary: Beverly R.
Treasurer: Kristyn G.
Treasurer II: Candie B.
RSD/RD: Cooper B.
RSD/RD Alt: Ryan S.

SUBCOMMITTEE CHAIRS:

Convention: Sharon F.
Literature: Matt K.
PR: Kay M.
H&I: Joe B.
P&A: Anant V.
Finance: Candi B.
Phone Line: Erica P.
Web Servant: Evelyn H.

REGIONAL COMMITTEE MEMBERS:

NCASCNA: Benjamin K.
Alt: Robert O.
AFASCNA: Victoria P.
Alt: Dee W.
NANA: Greg Y.
Alt:
METRO ASR: Emily H.
Alt ASR: Diane T.
MANA: Adam G.
Alt: Evelyn H.
GTO: Erica B.
Alt: Maggie S..
FANA: Eric M.
Alt: Jake S.
UPANA: Frank P.
Alt:
JAFASCNA: Diane T.
Alt:
GMANA: Pam T.
Alt:
SCURA: Eric L.
Alt: Alisha P.

MRSCNA OFFICER LIST

Chairperson

Nick L.

Vice Chairperson

Anant V.

Treasurer

Kristyn G.

Treasurer II

Candie B.

Secretary

Beverly R.

RD

Cooper B.

RDA

Ryan S.

Web Servant

Evelyn H.

SUBCOMMITTEE CHAIRS

PR Chair

Kay M.

Convention Chair

Sharon F.

Phone Line Chair

Erica P.

H&I Chair

Adam

G.

RCM AND RCM ALTS

AFASCNA
Victoria P.

Alt.
Dee W.

METRO
Emily H.

Diane T.

GTOASCNA Alt.
Erica B.

Maggie S.

MANA Alt.
Adam G.

Evelyn H.

NANA
Greg Y.

Vacant

NORTH CENTRAL WVASCNA
Benjamin K.

Rob O.

FREEDOM AREA (FANA)
Eric M.

Jake S,

UNLIMITED POSSIBILITIES
Frank P.

Vacant

JAFASCNA
Diane T.

Vacant

SCURA
Eric L.

Alisha P.

GMANA
Pam T.

Those in attendance to the MRSCNA meeting for January 6-7, 2018

Shayne M. - Member
Ryan S. -RDA
Kay M. -PR Chair
Cooper B. - RD
Eric L. - RCM SCURNA
Nick L. - RSC Chair
Kristyn G. - Treasurer
Anant V. - RSC Vice-Chair
Diane T.—Metro ASR Alt.
Adam G. - MANA RCM
Alisha P. - SCURA RCM Alt.

Matt K. - Convention Vice-Chair
Erica B. - GTO Vice Chair
Pam T. - GMANA RCM
Victoria P.—RCM AFASCNA
Dee W.—AFASCNA RCM Alt.
Jake S.—FANA RCM Alt.
Lynze W.—Merchandise V-Chair
Eric M.—FANA RCM
Sharon F.—Convention Chair
Kevin E.—Convention Ref. Chair
Beverly R.—RSC Secretary

Greg Y.—NANA RCM
Rose G.—Member
Christian L.—Member
Matt I.—Member

Rob O.—NC RCM Alt.
Stephanie H.—Member
Erica P.—Phoneline Chair.

MRSCNA Minutes
January 6-7, 2018

- Opened with Prayer
- Twelve Traditions read (Bev. R)
- Twelve Concepts read (Pam T.)
- 10 RCM's/ASR's attended

Introductions

Secretary's Report: Minutes were read from the October RSC and were approved by the body

Treasurer's Report (Kristyn G.)

Beginning Balance = \$15,502.36

Expenses

10/7	Cooper and Associates	120.00
10/7	Commercial Insurance	2,629.43
10/7	Kevin E (Conv.)	300.00
10/7	Erica P (Conv.)	500.00
10/8	Adam G (Conv.)	200.00
10/8	WV State Medical Assoc. (PR)	250.00
10/8	Emily H (PR)	31.00
10/8	Matt K (Conv.)	204.35
10/11	Frontier	124.10
10/16	PayPal	4.95
10/16	Adam G (PR)	200.00
10/23	BB&T	4.00
10/31	OneBox	79.95
11/3	BB&T (Conv. Seed money)	400.00
11/5	Erica P (Conv.)	120.00
11/6	Acme Sound	300.00
11/7	Frontier	119.33
11/15	PayPal	4.95
11/21	BB&T	4.00
11/22	Cedar Lakes	2,323.55
11/22	Mailroom	480.00
12/1	OneBox	79.95
12/8	Frontier	124.54
12/15	PayPal	4.95
12/21	BB&T	4.00
1/2	OneBox	79.95

Total Expenses = \$8,693.00

Deposits

10/8	North Central	335.51
10/8	GTO	200.00
10/8	GMANA	150.00
10/8	MANA	400.00
10/8	FANA	150.00
10/8	Choose to Live Group	10.00
10/8	Metro	33.00
10/8	North Central meeting schedules	23.00
10/8	Metro meeting schedules	66.00
11/6	Convention Deposit	2,546.85
11/6	Convention Deposit	4,769.00
11/6	Convention Deposit	9,440.00
11/7	Convention Deposit	352.01
11/7	Convention Deposit	376.20
11/7	Convention Deposit	1,092.71
11/7	Convention Deposit	1,835.74
11/10	Convention Deposit	14.73

Total Deposits = \$21,794.75

Bank Balance as of 10/6/2017 = \$28,604.11

Our Checkbook Balance as of 10/6/2017 = \$28,604.11

Quarterly Report

1/2018 – Second Quarter of the Fiscal Year 2018

Income:	Donations	1,278.51
	Reimbursements	489.00
	Convention	20,027.24
	Total	21,794.75
Expenses	Administrative	2,761.43
	Convention	4,347.90
	RD	00.00
	PR	1,583.67
	NAWS	00.00
	Total	8,693.00
Total Income	21,794.75	
Total Expenses	8,693.00	
	13,101.75 surplus	

- Donations: Areas, Groups
- Reimbursements: Areas reimbursement for Meeting Schedules
- Convention Income: Any money made at Spring/Fall convention
- Convention Expenses: Any money spent for conventions
- Administration: Secretary, bank fees, mailing cost, insurance
- RD: RD travel expense
- PR: Phonline, website, H&I, PR expense
- NAWS: Donation to NAWS

Old Business

There was no old business to be discussed from the October RSC.

Area Reports

GMAMA Pam T. gave report.

Greetings from GMANA!!

We have 15 meetings a week and 12 home groups. Our area is flourishing in attendance and service.

Literature

Our Literature Committee is doing very well. Most, if not all home groups buy literature from the Literature Chair

H&I

The DDU unit is doing well. We started another meeting on Mondays at 7pm. The speaker meeting held once monthly at John D Good, is going very well.

PR

We will be writing policy for the Area Facebook page and the Area Website.

Activities

Area activities are well attended. There was a New Year's dance and Midnight meeting was a success.

Odds and Ends

Area nominations and Elections are coming up in Dec/Jan. Asking for input with regard to doing business on the Area FB page.

As always, Grateful to serve,

Pam

AFASCNA Dee W. gave report.

Hello Family

Happy to report that Appalachian Foothills Area is alive and well. We have 10 home groups and 20 meetings a week. This is an increase of one meeting. WABNA moved from the MOVFH to the Good Shepherd Episcopal Church.

We continue to carry the message with H&I commitments. We are donating \$75 this month.

In Loving Service,

Dee W. RCM Alt.

NC WVASCNA Rob O. gave report.

Things are well in the North Central Area.

Our RCM is unable to attend, so I am temporarily acting as Alt. There was some confusion concerning the report from the October meeting, so I am trying to play catch up.

We are currently supporting H&I meetings in 3 facilities.

We had a New Years activity, that went well.

We have a Welcome to NA Pancake Dinner planned for January 27 at 3 pm at the Christ Episcopal church in Fairmont. This activity is being done with the Greater Morgantown Area. Topics will include: Total abstinence, 7th tradition, sharing at meetings, sponsorship, behavior, how it works, support group, home group, service, higher power, and NA literature.

We are planning a spaghetti dinner/take a pie for H&I in February. More will be revealed.

We have a donation of 725.25

Thank you for allowing me to serve.

Robert O.

SCURNA Eric L. gave report
Greetings from SCURNA.

We are grateful to report we have a new home group in our area. The Lie Is Dead group meets every Thursday at 9 pm in Danville, WV. They have been averaging 12 addicts a week. That is huge in our area.

We have 5 home groups with 6 meetings a week. We would like to thank the region for putting the billboard in our area. It was hung in December.

The Go To Any Lengths Group will have a member celebrating a 4 year miracle on February 12th at 7 pm. The in March the Survival Kit group will have a member celebrating a 1 year miracle.

We have no current donation and continue to need the love and support of the fellowship.

Grateful to serve,

Eric. L. RMC

UPANA Matt K. gave report.

UPANA Area Report Greetings from the spiritual center of the universe! Things are motoring along as normal in our area. The Staff at the VA facility where our H&I meeting is held has expressed an interest in turning that into an institutional meeting that would be open to the public. We are working through that with them to determine what is the best for all concerned. We have added a new meeting in our area. "The end of the road" group is meeting on Saturday nights from 7:00 pm to 8:30 pm in Burnsville. Directions to the meetings are: Exit 79 Burnsville exit off I-79. Going north turn right off the ramp, going south turn left off the ramp. Cross the tracks, turn left just after the gas pumps at Exxon, come to a tee in the road, parking lot on the left, church on the right. Use the lower side entrance and be sure to put your butts in the sand-bucket. This is a geographic area that has great need but little experience with NA so any support that we can get there would be greatly appreciated. Our Area's 6th annual Speaker Jam is scheduled for March 24th at the Senior center in Sutton, we hope to see you there! In Service Matt K RCM Unlimited Possibilities Area

GTO Erica B. gave report.

Greetings from the Greater than ourselves area of NA,

We currently have 19 active home groups in our area and 26 on the meeting schedule. Our H & I meetings consist of three at River Park, one at St. Mary's and two going into Pinecrest (one male and one female) meetings. Our Halloween extravaganza went well with a large attendance. The New Year's eve function also went well. We currently have a 100.00 donation to give to Region.

Grateful to serve
Erica B.

METRO Diane T. gave report

The MVASCNA (Metro Valley Area Service Committee of NA) is doing well with 9 home groups and 16 meetings per week. We have 15 open and 1 closed meetings that vary in formats – literature study, step study, and discussion.

Our H & I Subcommittee currently has 3 commitments – Highland Hospital every Tuesday at 11 am, the South Central Regional Jail (Men's Side) on the 1st and 3rd Monday evenings, and the Charleston Work Release Facility every other Thursday evening. We hosted an H & I Workshop on December 31, 2017 at our NYE event and were excited to have 17 members attend!

Our PI Subcommittee continues to host quarterly flyer days to distribute contact information to the Metro area. In addition to flyer days, our current PI efforts include printing and posting bus signs with the phone line number and sending mailers to the court system and mental health providers. We hosted a Phoneline Learning Day on November 19, 2017.

The Activities Subcommittee held its annual NYE event and wants to thank everyone who supported. The next event will be the Chili Cook-off in the spring.

Our Literature Subcommittee continues to purchase and distribute Basic Texts, at no cost, to addicts and home groups.

In loving service,
Diane T.

FANA Eric M. Gave report

Recovery is alive and well in the Freedom Area of Narcotics Anonymous. We currently have 8 home groups and approx. 23 meetings per week in our area. All meetings ranging from just a few with up to 50 addicts. We are continuing to gain participation from new members and groups participating in service. We are distributing a good number of white key tags.

P.R. efforts are continuing at the Mercer County and Raleigh County Probation & Day Report Centers where we have placed literature racks. We are also placing some literature at the local VA hospital in Beckley, and as you all are aware one of the billboards financed by this region has been placed on Rt. 460 in our area and has great visibility to the public.

Our annual Area Holiday Dinner was held December 16th in Bluefield and was very well attended by right at 100 addicts. We held a Phoneline workshop, a speaker and plenty of food fun, and fellowship.

Our continued combined area service with MANA has continued to serve both areas well, and has allowed us to continue to carry the message.

With regard to the FIPT inspection request that was filed by the south Florida region, which was discussed at our last RSC meeting, our areas had some long discussions regarding this situation and we ultimately decided to write a letter to NAWs regarding our areas opinion on the matter. A letter was drafted and it is currently under review within the area and will be sent directly to the World Board once it has been finalized by the area.

We have a 150.00.00 donation to the region.

As always grateful to serve,

Eric M.

NANA Greg Y. gave report.

MANA Adam G. gave report.

The Mountain Area is doing well. We have continued to carry a clear message of recovery while also maintaining regular meeting attendance with our weekly meetings. The Lewisburg Group meets three nights a week at Saint James Episcopal Church, 5:00pm to 6:00pm on Sundays, and 7:30pm to 8:30pm on Tuesdays, and Thursdays. The Just For Today Group in Ronceverte meets at 7:00pm to 8:00pm on Mondays, and is held at the Church of the Incarnation.

The Mountain Area continues to provide free basic texts for newcomers, along with phone numbers and meeting schedules. We also continue to give out multiple key tags, and medallions. We have had a few celebrations over this past quarter, one 2 years clean, one 4 years clean, one 15 years clean and one 36 years clean celebrations. Attendance can vary since we continue to have many newcomer, as well as our regular meeting makers. On average our meetings have anywhere from 5 to 30 people attending, it seems that recovery is still on the rise in the mountain area.

Our service structure has remained strong while continuing to have joint area service with FANA, we meet at the Fellowship Home in Beckley on the third Saturday of the month. The Lewisburg grows filled the IP rack at our local Day Report Center and also gave up to date Meeting Schedule. Our commitment to carrying a meeting into the Anthony Correctional Facility has also stayed the same, the H&I meeting is on the 3rd Wednesday of every month at 6:30pm.

As far as activities go, the Lewisburg group put on a "Tacky New Years" event. Where we broke in the new year by dressing in our tackiest get-ups, as well as having a potluck dinner and games, also the best "worst" dress won a prize. It was a really great time, good clean fun all around. The MANA campout is August 1st through the 5th and will be at the group camp site at Sherwood lake in Neola. that is all we have for up incoming events at this time. We have a regional donation of \$650.00.

As always, grateful to serve.

Adam G.

Open Sharing Session

New Area Motions and Proposals

MOTION #: 18-01-07

MAKER: GMANA

MOTION: That the MRSCNA stop printing physical copies of the spring/fall convention flyers.

INTENT: To save the MRSCNA money.

RATIONALE: It is believed that people are more inclined to seek this information about convention online more so than from a paper flyer.

RESULT: Carried by consensus.

PROPOSAL#: 18-01-08

MAKER: NANA

PROPOSAL: That no chair, vice chair or vice-vice chair on the convention committee be allowed to be a vender at the convention.

INTENT: To avoid the appearance of impropriety. It doesn't look right.

RATIONALE: Convention officers are very influential on committee decisions.

RESULT: Sent back to areas for discussion and input.

Subcommittee Reports:

Convention Subcommittee: Sharon F. chaired.

Sharon F., Convention Chair, opened subcommittee with serenity prayer. Victoria P. read the 12 traditions. Sharon F. read the 12 Concepts and the Purpose of MRSCNA Convention Subcommittee. There were 7 subcommittee officers present.

FALL CONVENTION REPORTS:

Chair: The convention went well. One of our Friday night speakers (Tim R.) was unable to attend the convention. We contact one of the alternate speakers (Calvin E.) and he had just been discharged from the hospital. The resume for the other alternate was unable to be located. So, because attendance seemed a little lighter than usual, the subcommittee was polled and it was decided to go with 1 speaker on Friday night. Nick H. spoke in the dining hall and it worked out really well.

We ran into a glitch for the clean time countdown. Vice-Chair forgot to bring the big bullhorn so I contacted Cedar Lakes to see if they had some sort of PA system. They brought a speaker and microphone but it wasn't loud enough either. This time not only could we not hear but we also couldn't see. Gets dark earlier in the fall. Spring isn't an issue as far as lighting goes but we desperately need a solution for sound. Someone suggested we change the time for clean time countdown so maybe we can figure out something today.

According to reports I have received, the DJ once again did a great job at the dance. No smoke machine this time. Yay!

T-Shirt vendor: The Opp House guys set up the display for the sale of their T-shirts on Saturday morning and put up a sign that shirts would not be sold until Saturday night after the speaker. It was my opinion that could have really hurt our sales as folks were picking and choosing what they wanted to buy beforehand. The shirts were put away until after the speaker meeting. I personally didn't see receipt of any money for the convention subcommittee from the sales nor did I see any money from Doug.

There were 9 indigent packages donated for a total cost of \$668.25.

We paid for 4 speakers for a total of \$509.

Officers' packages totaled 482.66.
 Fall convention – Cedar Lakes invoice
 1781.85 Total invoice
127.25 reimbursed to region by Bev R.
 1659.91 due to Cedar Lakes

We discussed the indigent packages and having a single point of accountability.
 It was also discussed that we sometimes pass motions and/or make consensus-based decisions and never implement them.
 Discussion was held about convention officers being vendors for convention.
 Didn't seem right.

Vice-Chair: No report.

Registration: Erica P.

Fall 2017 Registration Numbers

Registration (TOTAL)	470	\$10,880.86
Free – Free (.01)	86	\$0.86
Registration - Base Price (10.00)	2	\$10.00
Registration - Base Price (5.00)	17	\$170.00
Registration - Full - Base Price (30.00)	342	\$10,260.00
Registration. - Base Price (15.00)	19	\$380.00
Registration. - Base Price (20.00)	4	\$60.00

Estimated leftover inventory from spring 2017

Lanyards = 400
 Tag holders = 150
 Nametags = ????

Fall 2017

Ordered 400 lanyards at \$13.25 each.
 Ordered 650 tag holders at \$10.94 each
 Ordered 800 nametags for a total of \$90.00
 Printed 800 programs
 Purchased stickers, pens, tape for nametags

Leftover Inventory from fall 2017-

Lanyards = 156
 Tag holders = 283
 Nametags = 321
 Programs = 280

Estimated number used fall 2017

Lanyards = 644
 Badge holders = 517
 Nametags= 479
 Programs= 520

- Establish cost & hours for spring 2018- \$30 for weekend, regardless of days attended.
- Establish hours- Changed to 7:45-8:30.
- Money motion- \$500.

Refreshment Chair: Kevin E.

Matt I. expressed willingness to be registration vice-chair and Matt's mother offered free storage instead of us paying for the storage unit in Ripley. \$311 was spent on refreshments for the fall convention. We have leftover coffee in storage but we are out of cream and sugar.

At Subcommittee: Kevin won't make the move until the spring and we will have to pay her something as we are fully self-supporting.

Merchandise report: Destini W. reporting and Lynze W. read the report.

Hi Family!

First off, I want to apologize for not being able to attend another RSC, I just recently got a promotion at my job and it wasn't possible for me to take this weekend off to attend. Life has changed tremendously the last 6 months. I have faith and trust that my co-chair will be able to answer all your questions, and if not, my phone is on.

Fall convention in my opinion was a success, we cut the budget and even though we did run out of some sizes, I feel cutting the budget was a better use of our funds. I'll attach charts of the beginning merchandise count, and the ending count at the end of this report. Our budget was \$5,000, the grand total came to \$4,983.81.

We didn't have any issues in the merchandise room that I can recall, and things went rather smoothly. I believe the only complaint I heard was that the mugs were small, which they're normal size 8 oz mugs, and that we didn't have enough of the bigger sizes, so we'll order some of the bigger sizes in spring. I'm just going to be completely honest, I haven't gotten any quotes from any other printers, and I accept responsibility for dropping the ball on that. With that said, the printer we used was amazing to work with. They kept me up to date every step of the way, they were fair priced, the whole process was seamless, the quality of the merchandise seemed to be better than our previous printer, and so far mine has held up well, I'm not sure if anyone else has had any issues or not. I'm willing to go pick the things up again in spring if the body decides to stick with the same printer, which I realized won't be practical for future chairs, but I can also get a quote on shipping or delivery if need be.

I believe that pretty much covers everything I can think of. If anyone has any questions, issues, or concerns please feel free to reach out!

In Loving Service,

Destini W.

Beginning Merchandise Count-Fall Convention 2017

<u>Item</u>	<u>Small</u>	<u>Medium</u>	<u>Large</u>	<u>XLarge</u>	<u>2XLarge</u>	<u>3XLarge</u>	<u>4xLarge</u>
<u>Tee</u>	5	18	19	19	7	5	2
<u>Hoodie</u>	6	7	5	5	4	3	2
<u>L-Sleeve</u>	7	8	9	8	6	7	0
<u>Tye Dye Tee</u>	12	13	12	12	5	4	2
<u>Tye Dye - L-Sleeve</u>	8	9	10	8	4	3	2
<u>Tye Dye Hoodie</u>	4	4	5	5	5	3	3
<u>Mugs</u>	120						
<u>Zipper</u>	5	5	3	5	6	3	0

Ending Merchandise Count-Fall Convention 2017

<u>Item</u>	<u>Small</u>	<u>Medium</u>	<u>Large</u>	<u>XLarge</u>	<u>2XLarge</u>	<u>3XLarge</u>	<u>4xLarge</u>
<u>Tee</u>	3	5	0	1	1	0	0
<u>Hoodie</u>	2	0	0	0	0	1	0
<u>Long Sleeve</u>	3	2	0	0	0	0	0
<u>Tye Dye Tee</u>	4	0	0	0	0	0	0
<u>Tye Dye Long Sleeve</u>	4	1	0	0	0	0	0
<u>Tye Dye Hoodie</u>	0	0	0	0	0	0	0
<u>Mugs</u>	0	0	0	0	0	0	0
<u>Zipper</u>	2	0	0	0	0	0	0

At Subcommittee: Question was asked about the status of leftover merchandise from previous convention. Policy states: " To sell any and all old merchandise @ 30% off rounded up to the next dollar. Anything left after that should be divided among the Areas." It was reported that the leftover spring merchandise was sold to 1 addict for a small fee.

It was suggested that we follow policy on this from now on.

Merchandise sales totaled \$7993, per PayAnywhere app.

Audio Report: Jason N., not present. He sent word he could not be here and he had nothing to report.

Adam G., Vice-Chair, reported that audio went smoothly. He and Audio Vice-Vice-Chair were both new and they had a quick tutorial and started making speaker CDs as soon as the speakers finished. The dubber they had worked.

New Business:

MOTION #: 18-01-04

MAKER: Convention

MOTION: \$200 for amplifier and stand.

INTENT: In order to celebrate clean time and actually hear when your clean time is announced.

RESULT: Passed by consensus.

MOTION #: 18-01-05

MAKER: Convention

MOTION: \$60 for external hard drive.

INTENT: For audio to be better equipped to reproduce and store speaker CD/digital files in a more efficient manner.

RESULT: Passed by consensus.

MOTION #: 18-01-06

MAKER: Convention

MOTION: \$9700

Speakers \$700

Audio \$100

Merchandise \$5000

Refreshments \$500

Registration \$500

DJ \$300

Basic Texts \$150
 Indigent Packages \$2250
 Printing \$200

INTENT: To fund our convention which in turn celebrates our recovery.

RESULT: Carried by consensus.

We discussed recent change in money allocated for indigent packages from \$750 to \$2250. Dorms are \$74.25.

Money wasn't collected from Doug's sales or Opp House sales. Opp House gave a check at this Regional Service.

We chose speakers for the Spring Convention. Tim R., Calvin E., Sara B., Mike V., Joey F. Alternates are Kristyn G. and Dee W.

Topic meetings will be as follows:

Sponsorship	God conscience	Spirituality in Action
Courage to Trust	Happy, Joyous and Free	Never Immune
Commitment	Fidelity	New Way To Live
Maintaining Humility	Freedom From Self	Prayer and Meditation
Making Recovery Attractive	Love and Acceptance	Integrity of Service
Common Welfare	Process of Grief	Parenting in Recovery
Rock Bottom Has A Trap Door	Relationships or Reactionships	

We are moving the time for the Saturday night speaker meeting to 8:30 p.m. so as to be able to have Clean Time Countdown and then set up the dining hall for the speaker in time. We will keep the countdown at 6:45-7:45 p.m. We are purchasing a tripod and amplifier to have at Clean Time Countdown so we can hear what is happening. The spring convention will not be an issue but fall convention, Cedar Lakes will provide appropriate lighting for the countdown. Saturday registration hours will be changed to 7:45-8:30 p.m. By consensus, we decided to buy an external hard drive to store our master copies of speaker CDs on. We submitted a motion for such. We chose artwork for the spring convention, submitted by Victoria. Tom F. will be our DJ for \$300, as before. Our Fall Convention, True Colors XXXII, has a name – PEACE, LOVE AND HUGS! I know as chair, I shouldn't have an opinion on this but... I AM TICKLED PINK (AND ORANGE AND BLUE AND GREEN AND . . .) The dates are November 2, 3 and 4.

In Loving Service,
 Sharon F., Convention Chair

PR Umbrella:

PR Sub-committee

The PR subcommittee met on January 6, 2018 in the first subcommittee slot; the following committees reported to the members attending:

Web Servant Report

Hello from hyperspace.

To get this out of the way, I want to apologize for my absence, due to circumstances out of my control. Many addicts have expressed frustration with my new schedule of doing web updates. This had to be done, as my personal recovery and self-care were suffering. Updates occur for a block of hours on the weekend and this is indicated on the Web Servant, Disclaimer, & Notices page at <http://www.angelfire.com/wv2/mrscna/disclaimer.html>.

Ryan S. introduced me to Danny G., a member of the fellowship well versed in the BMLT. He gave me an invitation to the BMLT community on Slack for more extensive help. In a nutshell, the actual BMLT root server is a couple different pieces: database + server. An example of a regional-level one he setup is at <https://ncregion-na.org/meetings/>. This can all be done online, and he recommends WordPress for the website and GoDaddy and 1&1 for hosting. We are already hosted at GoDaddy, so that's a bonus. WordPress is easy to maintain. Once the BMLT is setup, anyone should be able to make changes to the meetings. Updating the BMLT server version from time to time is probably the only ongoing maintenance task; knowledge of coding is not required. When I previously researched this, I was looking at WordPress.com for hosting and that was costly. There are several different providers for hosting WordPress, like GoDaddy. We would want something like this: <https://www.godaddy.com/hosting/vps-hosting>, which has plans starting at \$17.99/month.

While I'm still researching the BMLT and how to implement, I've enlisted the help of my colleagues to do a temporary fix. The issues I'm running into is that it's a lot of information to sort. Finding a quick, free fix is asking a lot. I'm open to suggestions.

Please visit the Area & Meeting Information page at <http://www.angelfire.com/wv2/mrscna/meeting.html> and ensure that your area's meeting information is accurate. If not, email me at the web servant address: mountaineer.region.web@gmail.com with corrections.

Grateful to serve,
Evelyn H.

H&I

In this last quarter I have mailed all of the Basic Texts past on to me, these Basic Texts were supposed to have already been shipped last year. Unfortunately with our last H&I chairs sudden and unexpected illness occurring, these books got passed around with no-one knowing what to do with them for an entire year. Since being voted in as H&I Chair, I have distributed the books to 46 different Jails, prisons and juvenile detention centers in West Virginia. Also including an introduction letter, a regional meeting schedule and two IP's (A Resource In Your Community & An Introduction To NA Meetings).

With 64 Basic Texts mailed in all, most places only received one book, 4 copies were Spanish versions and those copies went only to prisons. Two of the prisons actually received three copies, the Alderson Federal Prison Camp and Lakin Correctional Center. An inmate from Alderson sent a letter requesting a copy of a Basic Text, so the NA group inside the prison (Last Chance) could read from a Basic Text for their own meeting. A letter was also sent to me from Lakin asking in "desperate need" of any up to date literature we could donate to them for there NA meeting of 40 inmates. I received a Thank you letter from

Lakin's RSAT (Residential Substance Abuse Treatment) program in regards to our donation. [read now]

I was cut a check by our region for \$200.00 to cover costs with shipping, and in spite my best effort still went over. The total cost to ship every package of all the books was \$147.08, and that was at the post office. All the Manila Envelopes need to ship were bought from Post Net and Walmart. I spent \$28.47 at Post Net and \$16.79 at Walmart for envelopes, and I spent an additional \$5.30 at Post Net to print the introduction letter. Finally the last expense was for the IP's, \$18.56 for the intro to NA meetings and \$18.40 for the a resource in your community IP's. The Lewisburg Group had a large supply of a resource in your community IP so i did not order them, I used what we had on hand in my home group. That is the only thing i do not have a receipt for but would still like to see the Lewisburg Group re-compensated for the \$18.40. Which is the cost of 46 IP's at \$0.40, grand total of all cost in shipping \$234.60. The Lewisburg group paid for the \$34.60 that went over what the region had provided and I would like to ask that the Lewisburg group be reimbursed the amount of \$34.60.

Lastly, The Greater New York Regional Service Office has already sent us the next shipment of Basic Texts that need mailed out. The shipment was actually mailed to Cooper's house the week after I mailed all the old books, they have sent us 56 soft back Basic texts and none of them Spanish version. So it looks like it's time to do this all over again, i would like to request MRSCNA \$300.00 for shipping and the cost of 4 Spanish Basic texts. Since the shipments of these book are so close together, I feel that there is no need for our region to match them. We will address the topic of matching the donated Basic Texts in the next 2 quarter, closer to time that we would be receiving the next shipment from The Greater New York Regional Service Office.

In service,
Adam G

Phoneline

- Updated Phoneline Workshop Packet to reflect proper spelling and grammar and current practices. Distribute in minutes and discuss next subcommittee.
- Phoneline Call List updated. Distributed to GSR's during subcommittee for revisions.
- USAGE: 10/1/2017-12/31/2017 = 242 total incoming calls.
- 10 of the total calls were directed to PR, 6 calls to convention, 5 calls for other business, and the rest forwarded to an NA member.
- Call duration ranged from 1 minute to 16 minutes.
- Updated timeslots to reflect new members who signed up for call routing. Majority of the timeslots have 5 or more individuals for calls to disperse to simultaneously.
- We have a few slots available for midnight to 4am and noon to 4pm, if anyone has willingness to serve on phoneline. Signup sheet sent around during committee.

- Areas/Homegroups please send updated sign in sheets from phoneline workshops to Erica P. pauken2012@gmail.com, 304-553-4956, or Facebook Erica Pauken
- **PHONELINE WORKSHOP PACKET ATTACHED TO END OF THESE MINUTES.**

PR

Web Page

- Concern was raised about the lack of timely updates to the meeting schedule; a solution was suggested - that the Web Servant 2 be brought into the loop, trained to make changes (Shayne offered to do that if desired) and then between the two of web servants, the meeting schedule could be updated more than once a week if needed.
- The committee reached consensus to support the web servant in moving forward, as soon as possible, with modifying the web page as necessary to add the BMLT. Kristyn, as treasurer and Web Servant II, was authorized to pay for any (reasonable) fees incurred during this process

Report on activities

- Our PR display was set up and staffed at the Appalachian Addiction & Prescription Drug Abuse conference; members who were there said they gave out lots of literature

NASW coming up

- The committee supported participating in the NASW conference again this year; consensus was reached to ask the RSC for \$700 to cover the \$450 vendor's fee and to stock the display with literature for the event. The NASW conference is May 2 – 4, 2018 – which slightly overlaps the first day of the Spring NA Convention.

Billboards

- Both billboards approved by the RSC are up: the one on Rt 460 in Mercer County close to Mercer Mall was up in mid-November; the one on Rt. 119 near Madison one was put up December 29

Written Policy revision

- The PR chairpersons meeting to write a draft revision of the regional PR guidelines met on November 18, 2017 with the PR Chair and the Phone Line Chair attending. The main mandate given to this group was to make the policy match the practice, specifically reflecting the current practice of combining the Web Page, H&I, Phone Line and PR under one subcommittee.
- The draft revision was reviewed in PR sub-committee today and suggestions were made for several highlighted issues, including but not limited to removing the secretary position, adding the secretary duties to those of the vice chair, and simplifying the verbiage under the PR Display heading.
- The revised Regional PR Guidelines is appended to these minutes for your review

Schedules

- Printing of the schedules will be coordinated by the PR Chair as soon as the downloadable, printable schedule is updated with changes that were made during this sub-committee meeting. The members reached consensus that the schedules will be printed at two, or maybe three, printers and either picked up by the local areas or mailed as needed. The Mailroom in Charleston and Postnet in Lewisburg will be utilized; more will be revealed about using a printer in the northern part of the state.
- Requests for printed schedules:
 - Mana 200
 - Fana 200 plus 100 additional
 - Gto 200
 - Northcentral 200 plus 200 additional
 - Gmana 200 plus 270 additional
 - Scunra 200
 - Metro 200
 - Appalachian foothills 200
 - Upana 200
 - Nana 200

Motions

- Money motion for \$34.60 from H&I to cover overages on mailing basic texts to correctional facilities
- Money motion for \$300 from H&I to cover mailing the new batch of basic texts to correctional facilities
- Money motion for \$700 from PR to cover vendor expenses for the NASW conference in early May

Next quarter, in April, the PR subcommittee will meet in the second sub-committee slot which will likely be late afternoon on that Saturday.

Grateful to serve,
Kay M, PR Chair

RD Report Cooper gave report.

Hey everyone-

Much of our time at region was spent talking about the FIPT inspection request from the South Florida Region. Since we last met it has come to light that the World Board has spent approximately \$25,000.00 of fellowship money to respond to that request (\$20,000 for attorneys, the rest on staff time.) No one appeared very happy about that. The WB has said they want to talk about the request with the conference for guidance and the possibility of changing the FIPT so that a single region cannot make a request for inspection. We discussed these points as well as our NAWs contribution. We decided to post our position on a NAWs donation on the conference participants bulletin board and Facebook page. See Ryan's report for more on that.

Each area received a copy of the CAR, and I urged everyone to make copies for the groups in their area and to please read the WHOLE THING!!! We would like to hold three workshops- one for the northern areas, one for southern, and one in Ripley for everyone. Also the CAT material will be out soon and will

need to be reviewed. We have two proposals for new business at the WSC which will go out with the CAT. We have requested money to attend the zonal meeting and MARLCNA.

See you at a CAR/CAT workshop near you.
Cooper

RDA Report Ryan gave report.

Hello Mountaineer region,

Since the last RSC I have posted on both the Facebook participants page and the participants bulletin board. I wrote that the mountaineer region was going to stop sending donations to NAWS until the FIPT request was resolved. I was careful with what I said stating that we do not hate NAWS and that we make donations as often as possible. I seemed to get a large response from the Facebook page, immediately we got painted for being "NAWS haters" by some. I said that wasn't true and that we more so cared about the amount of money that has been spent more so than the nature of the request. People's main concern was what did we do with our money, which I had no answer besides hopefully this would be resolved by next quarter and hopefully things would go back to normal. So we will have to decide on that at the next RSC. Since then we have seen a letter in response from the south Florida region. It seemed well written and to the point, it cost one thousand dollars. I have been to a local ASC since then and the RCM's from both MANA and FANA were present this came up and was talked about extensively. It was pointed out that even though NAWS might not miss the money, it was more about principle. I definitely agree with that the post on the two boards might have created discussion in other areas and regions hopefully in a positive manner. I can't help but say that anytime I discuss this with one person or a group the same thing always gets said "what are they hiding?" This question bothers me because I can't give them a straight up answer because I don't know if they are hiding something or not. Either way it looks bad and it feels even worse to have to talk about a issue such as this. I see this creating greater disunity between regions and NAWS which is extremely sad. I don't feel great about any of this but we will continue to get more information as it comes and keep you guys updated.

Grateful to serve,
Ryan S

P&A Report Anant gave report

Our CAR workshop will begin March 3rd at 12pm (and continue the 4th if need be) in the Craft House.

Our April RSC meeting will be held **in the Auxiliary Dining Hall** on Saturday and Sunday (April 7th - 8th).

Dates for next three RSC meetings after April have been reserved with rooms yet to be determined; will know the room the RSC meeting prior.

New Business:

- Proposed new schedule for RSC:

Saturdays	Sundays
11-12:30 RSC	9:00-10:30 RSC
12:30-1:30 Lunch	10:30-10:45 Break
1:30-3:00 RSC	10:45-12:15 RSC
3:00-3:15 Break	12:15-1:15 Lunch

3:15-4:45 RSC

1:15-close RSC

4:45-5:00 Break

5:00-6:30 RSC

6:30 Dinner

- Motion 18-01-01 (SCRNA): referred initially to P&A; maker referred to RSC new business for discussion and possible tabling
- Upcoming RSC's: April 7&8, July 14&15 (to not conflict with 4th of July area celebrations), October 6&7, January 5&6.

- **April 2018 RSC Order of the Day**

- **04/07/2018**

- **At Cedar Lakes**

- **In Auxiliary Dining Hall**

Opening at 11am

Reading of the Twelve Traditions of NA

Reading of the Twelve Concepts for NA Service

Introductions

Secretary's Report (Reading of the Minutes from preceding RSC)

Treasurer I Report

Old Business

Area Reports

Open Sharing Session

New Area Motions/Proposals

Sub-committees

- Convention Subcommittee

- PR Subcommittee

- Web Page

- Phonenumber

- H&I

- PR

- Will adjourn at 6:30 pm and reconvene at 9:00 am Sunday

- **04/08/18**

- **In Auxiliary Dining Hall**

- Representative Report:

1. Regional Delegate (RD).

2. Regional Delegate Alternate (RD-Alt.)

- P&A Sub-Committee

Finance

New Business

NAWS Donation

Set Agenda for Next RSC Meeting

Open Forum

Announcements

Closing Prayer

New Business:

PROPOSAL#: 18-01-01

MAKER: SCURNA

PROPOSAL: What our area sees as a problem is when we passed the motion to eliminate all subsidies specific to convention officers, we created 2 classes of servants. This does not follow our 12th Tradition which states that no member is greater or lesser than any other member. Our area believes what we are doing is unfair. We should fund regional officers and subcommittee chairs or none.

INTENT: To be fair.

RESULT: Sent back to areas for input.

MOTION #: 18-01-02

MAKER: H&I

MOTION: Request for \$300 for H&I chair to cover cost of shipping and to purchase 4 Spanish Basic Texts.

INTENT: To cover cost for shipping the Basic Texts to prisons and jails in our region as well as for the cost of 4 Spanish Basic Texts.

RATIONALE: To help continue to carry the message of recovery inside of jails.

RESULT: Carried by consensus.

MOTION #:18-01-03

MAKER: PR

MOTION: PR requests a check for \$700 to pay for: \$450 NASW exhibitor registration fee and \$250 for literature and meeting schedules.

INTENT: To further the purpose of the Public Relations subcommittee by sharing the NA message with professionals (social workers) throughout WV at their state NASW conference.

RESULT: Carried by consensus.

MOTION #: 18-01-04

MAKER: Convention

MOTION: \$200 for amplifier and stand.

INTENT: In order to celebrate clean time and actually hear when your clean time is announced.

RESULT: Passed by consensus.

MOTION #: 18-01-05

MAKER: Convention

MOTION: \$60 for external hard drive.

INTENT: For audio to be better equipped to reproduce and store speaker CD/digital files in a more efficient manner.

RESULT: Passed by consensus.

MOTION #: 18-01-06

MAKER: Convention

MOTION: \$9700

Speakers \$700

Audio \$100

Merchandise \$5000

Refreshments \$500

Registration \$500

DJ \$300

Basic Texts \$150

Indigent Packages \$2250

Printing \$200

INTENT: To fund our convention which in turn celebrates our recovery.

RESULT: Carried by consensus.

Finance:

Bank Balance as of 1/6/2018: \$28,604.11

Donations:

- FANA \$150
- North Central \$725.25
- NANAANA \$700
- AFASCNA \$175
- GTO \$100
- Lewisburg Group \$650

Total Donations: \$1,915.25

Reimbursements:

- GMANA \$30
- GMANA \$27.50
- North Central \$22
- Audio (Adam G) \$132.29
- PR (Emily H) \$31
- Beverly R (convention room) \$127.25
- Opportunity House (vendor) \$296.40

Total Reimbursements: \$666.44

Total Deposits: \$2,581.69

Balance after Donations=\$31,185.80

Checks to be taken out today:

- Lewisburg Group \$34.60 PAID
- Cedar Lakes \$1,781.85 PAID
- Secretary Expenses \$200 PAID
- Convention Program Reimbursement \$187.73 PAID

Total Expense: \$2,204.18

Already approved Money Motions that have not been taken out yet:

- Up to \$5,100 Annually for PR Billboard (\$1,250 Quarterly)

We will be expensing some of this amount this quarter Total Amount: \$5,100

Projected Expenses for Next Quarter:

- Frontier \$375.00
- PayPal \$15.00
- BB&T \$12.00
- OneBox \$239.85
- Mailroom \$500.00
- RD & RDA travel to MARLCNA \$520.00 PAID
- RD & RDA travel to Zonal \$258.50 PAID
- Storage Unit - 6 months \$204.35 PAID

Total Quarter Expense: \$2,124.70

Total of all Expenses: \$9,328.88

Balance after Expenses: \$21,756.92

Money Motions

- Audio External Hard Drive \$60.00
- Convention Amplifier \$200.00
- NASW PR in May \$700.00
- H&I Prison Basic Texts \$300.00
- Fall 2017 Convention Budget:
 - Merchandise \$5,000
 - Refreshments \$500
 - Registration \$500 PAID
 - Audio \$100
 - DJ \$300
 - Basic Texts \$150
 - Indigent Packages \$2,250
 - Speaker Rooms \$700
 - Program Printing \$200 **Total = \$9,700**

Total Money Motions: \$1,160.00

Balance if Money Motions pass: \$11,596.92

Prudent Reserve: \$2,500

Remaining Balance: \$9,096.92

**AT THIS TIME OUR REGION HAS DECIDED TO NOT MAKE A NAW'S DONATION
UPCOMING RD EXPENSES for 4th Fiscal Quarter (April to July):**

- California \$2,780

Money Motions Results:

- | | | |
|----------------------------|---------|--------|
| • Spring Convention Budget | \$9,700 | PASSED |
| • Audio External HD | \$60 | PASSED |
| PAID | | |
| • Convention Amplifier | \$200 | PASSED |
| PAID | | |
| • NASW PR in May | \$700 | PASSED |
| PAID | | |
| • H&I Prison Basic Texts | \$300 | PASSED |
| PAID | | |

NEXT REGIONAL SERVICE: April 7-8, 2018.

April 2018 RSC Order of the Day

- **04/07/2018**
- **At Cedar Lakes**
- **In Auxiliary Dining Hall**
- **Opening at 11am**

Reading of the Twelve Traditions of NA

Reading of the Twelve Concepts for NA Service

Introductions

Secretary's Report (Reading of the Minutes from preceding RSC)

Treasurer I Report
Old Business
Area Reports
Open Sharing Session
New Area Motions/Proposals
Sub-committees

- Convention Subcommittee
 - PR Subcommittee
 - Web Page
 - Phonenumber
 - H&I
 - PR
- Will adjourn at 6:30 pm and reconvene at 9:00 am Sunday
 - **04/08/18**
 - **In Auxiliary Dining Hall**

Representative Report:

1. Regional Delegate (RD).
2. Regional Delegate Alternate (RD-Alt.)

Open forum.

MRSCNA PHONE LINE WORKSHOP AGENDA

1. WHAT IS THE NA PHONE LINE?

A. The Service Structure as it relates to the Phone Line

B. The History of the Phone Line

C. The Phone Line and The Traditions

2. PHONE LINE VOLUNTEERS

A. Qualifications/Duties for Phone Line Volunteers

B. What Caller's Hear/How OneBox.com Works

C. Do's and Don'ts

D. Questions and Suggestions

3. COMMON PHONE LINE CALLS

A. Discussion

B. Questions and Suggestions

4. ROLE PLAYING

5. CLOSE

The Phone Line is a function of the MRSCNA Phone Line Subcommittee, and is operated by the Areas and Groups in the Region using suggested Regional Subcommittee guidelines.

The Phone Line is funded from donations by the Groups and Areas and through Regional activities.

MRSCNA PHONE LINE HISTORY

The Phone Line was originally started at the end of 1982 under the direction of the Public Information Committee of the Kanawha Valley area Service Committee of Narcotics Anonymous. The service consisted initially of a telephone answering machine placed in Room 225 of St. John's Episcopal Church in downtown Charleston. At this time this was the location of 4 of our meetings, and the area believed it to be the most convenient and regularly accessible. The machine was placed in the file cabinet of the Charleston Central Group and was later broken into and stolen. The area then purchased another answering machine and a two drawer file cabinet to replace our loss. The file cabinet was padlocked and bolted to the wall which proved to be successful.

Our first answering machine did not have a beeper and had to be checked regularly for calls that had been left. Our next acquisition did have a beeper which proved to be beneficial. The person responsible for carrying the beeper had to call at specific times to play back the calls. The main problem with the beeper system was that we had very few people responsible enough to check the calls regularly. Thus the burden fell upon the shoulders of a few. The committee felt that callers were uncomfortable talking to a recording instead of a live voice, primarily because of the number of hang-ups. We also had a problem with the file cabinet being in the meeting room, such that we sometimes received calls during a meeting, which could be disruptive.

The original area covered the Kanawha Valley area and surrounding communities. We had our number listed in the Charleston and local telephone directories, and tried to make our number known to all persons, or organizations, which the committee felt pertinent. Interview with WCHS TVS and the Charleston Newspapers were conducted. We also held a press conference to which all types of media representatives were invited. Our meeting schedule was placed on the community calendar section of the Charleston Daily Mail along with our phone numbers. Also, we printed stickers with the number and placed them in public areas we felt accessible to people in need; and had the number run on a 24-hour news and information station in Nitro.

In the summer of 1985, with our fellowship and resources growing by leaps and bounds, the answering service expanded and was moved to Capital Radio Telephone in Charleston. Approximately 2 months later, the responsibilities were assumed by the Mountaineer Region Service Committee of Narcotics Anonymous, and the area auctioned the answering machine to a member during a fund raiser.

Since 1985, we have expanded our public serve announcements to include radio and TV spots, and continued to improve our Phone Line service. On February 15, 1990, we implemented a toll free 800 number accessible from all 48 continental states.

In April of 2010, the Region's Phone Line services were upgraded to use a virtual receptionist through OneBox.com. Through this system, calls for the help-line are sent directly to our volunteer's personal phones.

It's important to remember that our resources were very limited and we did the best we could with what we had. From a single answering machine in a locked file cabinet in Charleston, WV, to a 24- hour toll free help-line, we've done a lot of growing. Our service has certainly had some shortcomings but it's been far better than nothing and has served our primary purpose to carry the message.

Twelve Traditions and the Phone Line

1. Our common welfare; the Phone Line brings groups and areas together for unity and the survival of NA.
2. By being on the Phone Line, we are servants of the NA and we are performing a basic service function - carrying the message.
3. As an addict, you are not required to be of service to the Phone Line and we do have a 9-month clean time requirement.
4. As a Phone Line volunteer, you have to be highly aware of this tradition.

You are serving as a front-line representative for the fellowship and what you say has a direct impact on how the caller perceives NA. Use the literature.

5. Serving on the Phone Line is a direct way of carrying the message - know the message: *That an addict, any addict, can stop using drugs, lose the desire to use and find a new way to live.*
6. We offer a method of recovery from addiction. Don't endorse treatment centers or recommend other 12-Step programs. This Tradition can raise a real challenge in rural areas where solutions are limited. You can refer to 911 or other help/hot lines.
7. The Phone Line is paid for only from donations from the fellowship and is supported by time, commitment and willingness.
8. We pay OneBox.com for their services.
9. We have a Phone Line subcommittee at the regional level that is responsible to the fellowship and the individual groups.
10. Always keep personal opinions to yourself; politely bow out of confrontations. We should never bad mouth other recovery methods or fellowships nor should we endorse or denounce treatment centers.
11. Don't give out phone number or discuss any individual who attends meetings. Inform any press about our policies and give their numbers/addresses to the PR chair from your area or region. Don't promise presentations. We don't pay for advertisement.

12. Keep principles first and take the responsibility to see that the call is answered. Do what needs to be done regardless of personal wishes.

MRSCNA Phone Line Volunteer Qualifications and Duties

Qualifications:

Minimum of nine months clean time

Working knowledge of Twelve Steps and Traditions Time and willingness necessary to serve

Attendance of one Phone Line workshop per calendar year Have a personal phone number available

Duties:

Read *A Guide to Phone Line Services*

Read all Subcommittee material pertaining to Phone Line Attend Phone Line Subcommittee meetings if possible Adhere to Area Subcommittee guidelines

Obtain pertinent information from answering service.

Leave no call unhandled regardless of circumstances

Use the Do's and Don'ts of Phone Line Service in answering calls

Report any problems to the Regional Phone Line Chair or Vice Chair

Also be aware that:

Your name and phone number will be published on a Regional Phone Line Volunteer Calling List, and distributed to all Area Phone Line Subcommittees. If your phone number is disconnected or changed, please contact the Regional Phone Line Chair or Vice Chair so that your name can be removed from the list or updated.

Phone Line Service is a 24 hour, seven day a week commitment. And by being on the list there is a possibility that your services might be needed any hour of the day to return a call for a volunteer that is unable to do so.

What Caller's Hear/How OneBox.com Works:

Thank you for calling the Mountaineer Region of Narcotics Anonymous. If you or someone you love has a drug problem and would like to talk to a member of Narcotics Anonymous please press 1. For information about our Convention at Cedar Lakes in Ripley, West Virginia please press 2. If you are a professional calling for information about Narcotics Anonymous please press 3. For our most up to date meeting information, please visit us on the web at mrscna.org or press 1 to speak to a member. For any other business please press 4. Thank you for calling.

When a caller presses 1, they hear a female computer recording that says: Please stay on the line while we connect you with a member of Narcotics Anonymous. The caller then hears music on hold.

1. Onebox has been upgraded so that when a caller presses 1 the software calls all the Phone Line volunteers who are in the particular time slot in which the call is received. It now calls up to 5 numbers simultaneously. Whoever answers 1st will get the call and the others will see that another member has answered. This is important because in the past it would only call one number at a time and a caller could be on hold for a very long time.

2. It cannot be stressed enough the importance of taking the call. Please don't assume because it is dialing multiple numbers that someone else will get it! If the call is not taken

after 5 rings it will be routed to voicemail and the Phone Line Chair persons will be notified via email and/or text message. We get a lot of callers who just hang up at this point and never leave a message hence they never receive the potential life-saving information they were seeking.

3. If you receive a Phone Line call, it will come from one of these 2 numbers: 888-981-5444 or 866-643-6660. Please save these in your contacts as Phone Line Hotline or something similar so that when you receive a call, it won't be mistaken for a telemarketer or other non-priority call.

A PHONE LINE DO'S AND DON'Ts

1. **DO:** Identify yourself with your first name only and state that you are an addict.

DON'T: Identify yourself as an addict, mention NA, or leave a message with anyone other than the original caller. If you get an answering machine, **HANG UP.**

2. **DO:** Find out what the caller needs. Have necessary material, i.e. meeting schedule, close to the phone in order to avoid delays.

DON'T: Answer questions about who attended NA meetings, accept personal messages, or acknowledge anyone's membership in our Fellowship.

3. **DO:** Make appropriate referrals when necessary. (Community services referral listing) Remember that we are addicts sharing our experience strength and hope about recovery in NA.

DON'T: Try to handle calls that we are not qualified to answer, i.e. Crisis, issues beyond our boundaries.

4. **DO:** Try to get the addict to a meeting!!! If it's not the addict calling encourage the caller to have the addict call.

DON'T: Go on a twelve step call or to pick up someone for a meeting alone.

5. **DO:** Remember to be helpful and polite to ALL callers, and when picking up calls from our answering service.

DON'T: Argue with people whose view on addiction differs from NA. Don't glorify active addiction by telling war stories.

6. **DO:** Tell someone if you are not sure whether you handled a call properly. Call another Phone Line volunteer or the Phone Line Chair. This will allow us to correct the situation if necessary.

1 of 2 3/30/01 1:35 Ptv

DON'T: Allow someone who is not a qualified Phone Line Volunteer to take a call regardless of the circumstances, or leave a call unanswered.

Common Phone Line Calls

General:

The first thing to be determined when answering a call, is whether the caller is an addict seeking help, or non-addict seeking information. By identifying in the first few minutes what type of request we are answering, we are able to keep non-addict calls brief.

Non-Addict Calls (professionals, students, media):

Calls from non-addicts are usually request for general information about NA. The caller can be advised that information packets are available. In this case the volunteer takes the name and address of the caller and either mails the packet or contacts Area PR Chair to do mailing. Non-addicts can also be referred to open meetings. Callers requesting speakers, presentations and special meetings are given a brief description of NA. The volunteer explains that these request need to be handled by a member of Public Relations Subcommittee. Volunteer takes the name and phone number of the caller and passes it along to the appropriate PR contact.

Non-Addict Calls (friends and family members):

1 of 2 3/30/01 1:19 PM

Many calls come from family members or friends concerned about the welfare of an addict. Ask if the addict is there and if they are willing to talk to the volunteer. If not, suggest the caller attend an open meeting and bring along the addict if possible. Also suggest the caller give the Phone Line number to the addict. Family members often want us to call or talk to an addict who is unwilling to do anything about their problem. We CANNOT do this!!! Explain that we can only help someone who is willing to help themselves. Tell them the addict needs to call us. Remember to treat the caller with kindness and patience. If they persist in telling us how they feel, make referral to appropriate number.

Talking to an Addict:

The most important calls received are from potential new comers. The volunteer will give a brief description of the NA Program, share some of their experience and explain what the caller can expect at an NA meeting. Give the caller information (time, location, directions) about the nearest available meeting. Offer to meet them or have someone meet them at the meeting. Explain the difference between an open and a closed meeting in case the addict has a ride or wants to bring someone with them. If they are not sure they can get to the meeting, because of transportation, tell them you might be able to find them a ride. If you can pick them up, DO NOT GO ALONE.....TAKE SOMEONE WITH YOU!!!! And arrange to meet in a public place. Inform them that NA has a MUST that, NO DRUGS OR PARAPHERNALIA be on their person. If volunteer cannot pick them up, try to arrange for someone else to, using the same guidelines. If this is not possible, be sure to call the addict back and explain and try to set up for another meeting. If the caller is not sure they want to attend a meeting or stop

using, don't try to talk them into it or convince them that they NEED to. Tell them that when they are ready, to call back, we will be here. Remember, our primary objective is to get the addict to a meeting. We can carry the message of recovery to the caller when we express that we were once suffering ourselves, we care and are willing to help, and our program works for those who want to quit using.