

## Cocaine Anonymous World Service Office Reorganizes

by Bill Z., San Diego, CA

(First of two parts)

The World Service Office (WSO) in Los Angeles, California has been going through a transition over the past year. With a sole office worker and a group of volunteers the office did not always perform as desired. Newcomer chips would be back ordered, mailings wouldn't always go out on time, the NewsGram was sporadically published, and many other items were overlooked. The service, as far as it went, wasn't terrible. Sometimes it was excellent, usually it was adequate, and occasionally it was frustrating.

We would like to make amends to the fellowship for any frustrations you may have felt when dealing with the WSO in the past. Being a young fellowship, we are going through a learning process, just like we ought to. Please know that we would like to be perfect, but (just like in our recovery), we have to settle for progress, not perfection.

The WSO Board of Directors consists of a Chairperson, Vice-Chairperson, Secretary, Treasurer and a Director at Large. This structure was ratified by the World Service Conference in 1987. On the second and fourth Thursday of each month, at 7:00 p.m. the Officers of the WSO Board of Directors come to the World Service Office from all over southern California to meet. The meeting generally lasts about 2½ hours and, among other things, oversees the day to day operations of the office.

The first Board meeting of the month (which is held on the second Thursday of the month) is split into two parts. The first part of the meeting is specifically for WSO

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## What Is A Trustee?

by Debbie H. and Craig H., Chicago, IL

I couldn't sit still... three months sober and a new GSR at my very first area meeting. I vaguely remember the guy who had gone to California for the C. A. Convention in Santa Barbara announce that C. A. had formed a World Service Board of Trustees. One of our members here in Chicago had been selected to serve on this Board, along with several other addicts from different parts of the country.

There was also discussion brought back to the groups regarding the "To the Newcomer" pamphlet, which had originally been written by a person in Chicago. There had been some changes made and it was up to the groups in our area to review them and submit our feedback to the Conference the following year.

*The first World Service Board of Trustees was formed to meet the needs of a new Fellowship that was growing so fast it was hard, at times, to keep track of the growth. Comprised of CA members who had been involved in service in their areas since the beginning of CA, their goal was to provide a common ground to unite the Fellowship in terms of identity and purpose. Different literature, chips, CA logos and even wordings of "How It Works", and the Twelve Steps abounded. It seemed that the only thing we agreed on was that there was a vital need for CA - our lives depended on it - and the Board of Trustees tried to make it possible for us to survive long enough to unite.*

Not too long after, we held our first Chicago Unity Conference. Our new World Service Trustee informed us gently that there was a difference between a Conference and a Convention... that a Conference was the annual business meeting of Cocaine Anonymous and that this was actually a Convention to carry the message to those within and outside of our Fellowship.

A year later, I found myself doing quite a bit of footwork for the Second Annual Unity Convention. Just before the Convention started, a treatment center wanted permission to come without paying a registration fee. The group conscience of the committee had been that registration must be paid by all.

Our World Service Trustee was always available for questions and to listen to both sides of this controversy.

*The World Service Board of Trustees exists to serve the Fellowship, and as such we try to be available to all CA members. We are asked a lot of questions, and it sometimes seems what members want is someone to make a decision for them. Like a good sponsor, however, we try to listen and share our own experience, or put people in touch with each other so that they may resolve the situation.*

Later that month, I found myself on a plane to my very first World Service Convention in San Francisco - the third annual for Cocaine Anonymous. When we walked in the room opening night, I was honestly appalled to see the secretary of the meeting sitting upon a stage with multi-colored balloons all around! Boy, they sure do things differently in California!!! At some point during the meeting, I remember them introducing a newly elected World Service Trustee from Connecticut.

The World Service Trustee from "my" area was also at the Convention. He took me around to meet different people. Soon, I found myself at an informal meeting of the World Service Conference Convention Committee. Apparently, several of the Conference committees were meeting informally during the Convention weekend. I learned that Chicago had put in a bid to host the World Service Convention the following year. Everyone was wearing "Chicago '88" stickers on their badges!

A couple of months later, there were elections for World Service Delegates in our area... and God gave me another opportunity to be of service. I can remember going to this Conference with a bit of a sour taste in my mouth about World Services. The way "they" wanted to change the "To the Newcomer"... for the strange way the meeting was run at the Convention... etc. I had a real "US" versus "THEM" attitude.

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(310) 559-5833



## CAWSO Reorganizes continued

committee reports followed by a break. It is set up that way so that informal discussion can follow the reports. Additionally, the committee members can leave at the break if they wish so they do not have to sit through the "office business" portion of the meeting, as it does not affect their committee.

The WSO Board consists of several committees that parallel the WSC Committees. Their purpose is to communicate the actions and needs of their respective WSC committee to the WSO Board. This is how the WSO does its part in helping the committees implement their goals between annual conferences. At present, the Conference committees represented are:

### Finance

Steve L., Redlands, CA

### Public Information/Loner's Group

Dan T., Long Beach, CA

### Chips, Literature and Format

Bill Z., San Diego, CA

### Structures and Bylaws

Vacant

### Cocaine Anonymous Book

Carrie C., Malibu, CA

### Unity/Outreach

Suzy S., Los Angeles, CA

In addition to the Conference Committees represented, we also have several standing and Ad Hoc Committees:

### Volunteer Services

Jerry L., Eagle Rock, CA

### Spanish Translation

Pablo M., Highland Park, CA

Eddie P., Lancaster, CA

### Publications

Steve M., Hawthorne, CA

All of the Officers and Committees of the WSO Board are volunteer workers, just like any other level of service. We are people in recovery, grateful for what we have gotten from CA and are "giving something back".

We still need additional volunteers for WSO committees. We are looking for people that have the willingness to do hard work without reward. The challenge is to provide the quality and professionalism to follow through. The benefit, of course, is giving back to the fellowship – for our own sobriety.

At present, the following WSO committees have no formal representation at the Board meetings:

### Conference Committee – (Open)

- Communicates with Delegates
- Retrieves items from WSC

Committee Chairs for quarterly mailings

- Assists Office with the Conference

### Convention Committee – (Open)

### Hospitals and Institutions Committee – (Open)

### World Service Meeting

### Directory Committee – (Open)

The office reorganization included a rethinking of the responsibilities of the paid office staff. In the past, the office staff consisted of an office worker whose main responsibility was to fill chip and literature orders and answer the phone. It became apparent that in order to carry out the day to day business of Cocaine Anonymous for the Board of Trustees, as mandated by the Area Delegates through the World Service Conference, we needed professional help.

It was decided that we need a professional Manager to be directly responsible to the WSO Board. The responsibility would include supervision of shipping, financial reporting to the accountant, preparation and filing of sales tax returns, processing donations, sorting, distributing, answering and following up on all incoming mail and phone calls, publishing of the NewsGram, inventory control, accounts payable and receivable, correspondence and to act as a liaison between the WSO Board, Board of Trustees and the fellowship.

In the spring of 1991, an extensive employee search was initiated. We received over 100 inquiries from advertising in the Los Angeles Times. There were over 50 applicants reviewed, resulting in over 25 interviews. There were several excellent finalists. Finally, the decision was made to hire K. D. Miller as the World Service Office Manager.

The actual restructuring of the WSO staff has just passed its fourth month. The office staff now consists of K. D. Miller, Office Manager and Sean Dugan, who among other things, is in charge of the shipping of chip and literature orders. We are very happy with the results. First of all, the direct services to the fellowship are being performed excellently. We are not running out of inventory... many projects are also near completion.

In the next NewsGram, I will talk further of the kinds of procedures we are implementing at the WSO to ensure that an efficient office is being run, and I will discuss our goals for Cocaine Anonymous and the WSO.





## What Is A Trustee? continued

I came to the Conference prepared with Chicago Area Service Guidelines, enough for all of the Delegates, and a lot of other "Chicago" material. There were five Delegates from Chicago. We lugged all of our materials over to the opening session. Suddenly, the one female World Service Trustee came over to me and advised me that we could not pass out our material to the Delegates because it was not World Service Conference approved. I won't tell you what I was thinking at the time – but I did feel a bit humiliated. How dare she!

I also remember from that Conference all of the Trustees sat together near the front of the room. They must be pretty important! They also went to the microphone a lot. I remember one Trustee in particular getting very heated over the Structures and Bylaws motions.

It was at that same Conference that we started to agree on one version of "How It Works" for all of the Fellowship across the country to use. We also adopted our CA Bylaws that year. I believe today that I was just too scared to approach the microphone. The very last day, however, I did muster up enough courage to speak my peace on the importance of the World Service Office maintaining an adequate inventory of literature and chips.

*Our World Service Conference is made up of Delegates, elected by their Areas, members of the World Service Office Board of Directors (who oversee the day-to-day operations of the World Service Office), and the World Service Board of Trustees. Our structure is set up so that the Delegates always hold the overwhelming majority of the votes. The Conference meets together only once a year, but the WSO Board meets every other week, and the WSBT meets four times a year. The Conference is the group conscience of all of CA, and sometimes the Board members are more vocal on the Conference floor because we want to be sure that all sides of a question are known and considered – that the group conscience be as informed as possible.*

Another Trustee also came over to me at the Conference and asked why Chicago wasn't buying literature from World Services. (Continued on page 4)

**CA National  
Referral Line  
1-800-347-8998  
24 hours**

## A Note From The WSO

The NEWSGRAM has not been published for a few months, so we have a lot to catch up on! The NEWSGRAM and THE CONNECTION will be one newsletter for the time being, with a combination of C. A. World Service news – and recovery for all of us!

Your orders for chips and literature are being processed in a timely manner. We have hired a part time shipping coordinator to handle all of the orders that come through the WSO. Your orders are processed within one week of receipt. If you do not receive your order in a reasonable amount of time, please call us so that we can look into why. Newcomer chips have changed from the familiar orange to white with gold lettering. Sixty day chips are now red with gold lettering.

The WSO will no longer be giving away the "Self Test for Cocaine Addiction" pamphlet. We will be charging \$.15 each. The "70/30 Plan" and "H & I and You" pamphlets will no longer be for sale, but will be included free of charge with each order. If you would like more, just let us know!

There is a suggestion box in this NewsGram. Suggestions and comments are welcome. We need your feedback to ensure the WSO is doing its job. It's hard to find solutions if we don't know of the problem!

The Literature Committee is working on translating our literature into Spanish!

The C. A. Book Committee is working on getting our book published.

–K. D.  
WSO Office Manager

### Dance Around the World 1992 February 8, 1992

Information packet is available  
through the World Service Office!

Letters with questions regarding any topic  
will be addressed in future issues of the  
NewsGram. Send your questions to:

The NewsGram  
3740 Overland Avenue – Suite G  
Los Angeles, CA 90034

### The 1992 World Service Convention

will be held at the Le Meridien Hotel in Montreal, Quebec, Canada. The dates are May 22, 1992 through May 24, 1992 (Memorial Day weekend). Hotel convention rates will be honored 3 days prior and 3 days after actual convention dates. There will be more information in the next issue of THE NEWSGRAM. See you there!

If you would like to contact the World Service  
Board of Trustees directly, send mail to:

CAWS, Inc.  
Board of Trustees  
P. O. Box 587714  
Chicago, Illinois 60658-7714

### Suggestion Box

If you have comments or suggestions for the World Service Office, please  
fill out this form and return it to us at:

CAWSO, Inc.  
3740 Overland Avenue, Suite G  
Los Angeles, CA 90034

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## What Is A Trustee? continued

He stated that we should carry the message back to our area, not only to financially support WSO, but to spiritually unify our Fellowship as well. Something began to sink in. I started to really feel a part of something greater than myself... greater than my CA group... greater than our area. We were actually part of a great whole—the “them” feeling started to dissipate.

At the conference the following year I was made Chair of the Conference Convention Committee. I remember the Chairperson of the Board of Trustees sitting on our committee hounding us about the importance of the World Service Convention making money. In fact, it was at that Conference that we spent quite a lot of time revising the purpose of the World Service Convention to include “to financially support World Services”. It finally got through to me – without this event, we couldn’t afford to keep the World Service Office open and we couldn’t afford a Conference!

*It’s a common attitude that somehow spirituality is more important than money in CA. It’s been said that there is one place where spirituality and money mix – in the 7th Tradition basket! At every level, without adequate funds, groups wouldn’t have places to meet or literature to give to newcomers, Districts and Areas wouldn’t be able to have special events, provide literature for hospital meeting, keep local phone lines open, and stock supplies of literature and chips for the groups. World Services also needs enough money to send out starter kits, publish literature, answer inquiries from the press and public agencies, keep the national (800) line open, protect trademarks and copyrights, and hold the Conference each year to keep us all together and communicating. The Trustees are trusted by the Fellowship to prudently manage the finances of World Services. We are responsible to the fellowship, that every dollar put in the basket that eventually finds its way to World Services, is used to its best advantage to carry the CA message wherever it needs to go.*

At the end, I was elected Vice-Chair of the Conference, kind of a fluke I thought. Everything does happen for a reason, though. A year later it was difficult to explain to my area that I felt I could not carry a vote as a Delegate AND be Vice-Chair. I felt very strongly about this because I had seen how hard the Vice-Chair had to work in writing all of the motions on the blackboard. My area wasn’t pleased. Several of the World Service Trustees said it didn’t matter. This was definitely a case where “to thine own self be true” applied.

I had also come to the Conference as a nominee for World Service Trustee. Our Area had been told that there would be openings. Several candidates were ratified by the Conference floor. At some point during this Conference, the Trustees motioned to extend their terms by a year to enable a flow of rotation.

Several of the Trustees ended up rotating out anyway. It was just a few months later that I was informed of my new service position for CA – Trustee at Large. Could I do it? Did I have the time? Could I afford it? A five year commitment?

My service position is unique in that it implies that I’m not “representing” any one region. However, ALL World Service Trustees represent the WHOLE Fellowship, not the particular region from which they’re elected. The original idea behind regional Trustees was to ensure PARTICIPATION on the Board of Trustees from all regions in CA – from the Atlantic to the Pacific (and eventually beyond!). I believe that it was God’s will for me to be doing what I do for CA. My work enables me to travel, and I have the ability to get the job done. The past almost two years have gone by quickly. Particularly since my first assignment was to handle being Public Information liaison with the Public Relations firm that was hired. That kept me extremely busy for over a year (one month in particular there were over 200 phone calls related to PI/PR). I feel

## Donations

The following list consists of fellowship donations by state. We will be listing donors in future NewsGrams in more detail.

We want to thank the following contributors. We need the support of the fellowship to ensure the WSO will run smoothly, and your needs will be met! If you have questions, or need guidelines, pick up the “70/30 Plan” pamphlet at a meeting. If you have any further questions, contact us here at the WSO. We are here to be of service to the fellowship! And thank you all for your support!

### 1991 DONATIONS THROUGH 11/30/91

ALABAMA .....	\$ 225.33
ALASKA .....	.00
ARIZONA .....	1,029.30
ARKANSAS .....	.00
CALIFORNIA .....	8,877.11
CENTRAL .....	\$ 400.00
INLAND EMPIRE .....	.00
LOS ANGELES .....	5,639.01
NORTHERN .....	1,359.16
ORANGE COUNTY .....	.00
SAN DIEGO .....	271.00
SAN FERNANDO	
VALLEY .....	907.94
SAN GABRIEL VALLEY	
/POMONA .....	300.00
CANADA .....	63.48
COLORADO .....	150.00
CONNECTICUT .....	1,012.39
DELAWARE .....	.00
FLORIDA .....	165.24
GEORGIA .....	850.38
HAWAII .....	.00
IDAHO .....	.00
ILLINOIS .....	3,025.43
INDIANA .....	.00
IOWA .....	.00

very strongly about the importance of communicating what’s being done in and for CA by World Services – you may have received my newsy letters every quarter.

*Much of what the Conference does is accomplished by the committees: Public Information, Literature, Finance, Structures and Bylaws, etc. Each Trustee is involved with at least one of these committees. Because the time that committees have to work together at the Conference is so limited, much of the work must be done throughout the year. Because the Fellowship, through its Delegates, has asked that projects – literature, public service announcements, etc. – be worked on, and the Fellowship’s money is used for these projects, and the Trustees are there to see that the money is well spent, the work is done, by above all that our Traditions are preserved, so that CA will be there for those to come just as it was for us.*

It’s overwhelming at times... trying to describe what we do as Trustees. But I AM a World Service Trustee... and what I haven’t shared with you in this “service story” is all the meetings I’ve gone to, the 12 steps, the pain, the joy, the changes, the miracles in my life of staying clean and sober – everything an addict goes through in recovery. I am an addict, first and foremost, and I’m doing what God has put before me to do... it keeps me sober... it’s a small payback for my sobriety... and it keeps me very, very grateful to be a member of Cocaine Anonymous.



KANSAS .....	53.06
KENTUCKY .....	.00
LOUISIANA .....	.00
MAINE .....	75.00
MARYLAND .....	.00
MASSACHUSETTS .....	146.00
MICHIGAN .....	215.00
MINNESOTA .....	300.00
MISSISSIPPI .....	.00
MISSOURI .....	.00
MONTANA .....	.00
NEBRASKA .....	71.78
NEVADA .....	.00
NEW HAMPSHIRE .....	.00
NEW JERSEY .....	25.00
NEW MEXICO .....	.00
NEW YORK .....	934.30
NORTH CAROLINA .....	105.71
NORTH DAKOTA .....	.00
OHIO .....	244.11
OKLAHOMA .....	836.59
OREGON .....	92.54
PENNSYLVANIA .....	.00
RHODE ISLAND .....	20.00
SOUTH CAROLINA .....	140.00
SOUTH DAKOTA .....	.00
TENNESSEE .....	304.58
TEXAS .....	1,198.00
UTAH .....	1,054.87
VERMONT .....	.00
VIRGINIA .....	100.00
WASHINGTON D. C. ....	.00
WASHINGTON STATE .....	824.73
WEST VIRGINIA .....	.00
WISCONSIN .....	17.70
WYOMING .....	.00

