

Northern California Region of Narcotics Anonymous

**Regional Service Office
Board of Directors**



Annual Report

2014 – 2015



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INTRODUCTION

It is an expectation that California Public Benefit Non-Profit Corporations provide their membership with a complete Annual Report after the close of each fiscal year. To that end, the Northern California Regional Service Office (NCRSO) has prepared this report for the fellowship of Northern California. This report will focus on the activities of the 2014-2015 fiscal year and the plans for the 2014-2015 fiscal year. This report includes reports and financial information from the NCRSO, Northern California Convention of Narcotics Anonymous (NCCNA), and the Northern California Regional Service Committee (NCRSC).

Activity during 2014-2015 at the Office:

I. Financial

- A. Total net income was \$22,617.09 at the end of the fiscal year; the RSO had \$3.65 in accrued interest in Certificate of Deposits.
- B. The over 90 days due account balances remain at an acceptable amount. They have been very low over the course of the year.
- C. The NCRSO Board of Directors (BOD) continued to work closely with NCCNA on fiscal management of the convention. This continued partnership between the two committees allowed the financials to be completed in a timely and efficient manner.
- D. Continued to provide reports to simplify the financial message, making it more available to the fellowship as a whole.

II. Equipment & Software Purchases

Equipment & Software Purchases		
Description	Date Acquired	Cost
6 Logitech wireless mouse	06/19/2015	\$89.94
3 Lenovo laptops	06/19/2015	\$1,047.00
Elavon credit card machine	02/12/2015	\$959.95
Backup drive	02/10/2015	\$139.70
I-Pad mini	01/01/2015	\$209.99
4 Adobe XI software	11/14/2014	\$180.00
2 QuickBooks 2015	11/14/2014	\$99.00
1 Logitech wireless mouse	11/14/2014	\$23.67
Lenovo laptop	11/14/2014	\$519.95
Epson projector	11/14/2014	\$649.99

III. Sales

The 2014-2015 fiscal year experienced a decrease of 1.02% from the previous year in literature and gift sales. During the year, total literature sales were \$386,001.79. Total sales of gift items were \$122,324.38. NCRSO newest items that were added to the inventory are the stainless steel laser etched coins and holders, 7th tradition box, and Just for Today journal.

- A. NCRSO sales at NCCNA were successful again this past year. NCRSO sold \$8,285.80 in literature and \$8,171.44 in gifts during the four-day on-site NCCNA in San Jose, California.
- B. At the alternative store on Sunday of NCCNA, the entire previous NCCNA merchandise inventory was sold for a total income of \$1,148.91.

- C. NCRSO attended two other fellowship conventions. NCRSO sold \$4,169.98 at Monterey Bay Convention of Narcotics Anonymous (MBCNA) and \$2,182.10 Tri-Area Convention (TAC).

IV. Board of Directors (BOD) Members and Office Personnel

- A. The BOD has nine active members out of 12 openings. The BOD has two direct elect and one two-year seat open.
- B. The BOD continued to work closely with NCCNA on fiscal management of the convention. This continued partnership between the two committees continues to grow.

V. Challenges and Accomplishments:

Challenges:

- A. Groups are selling and distributing illicit unapproved Narcotics Anonymous (NA) literature within Northern California Region of Narcotics Anonymous, sadly ignoring NA Fellowship Intellectual Property Trust (FIPT). The purpose of the FIPT is to "hold and administer all recovery literature and other intellectual properties of the Fellowship of Narcotics Anonymous in a manner that will help addicts find recovery from the disease of addiction and carry that message of recovery to the addict who still suffers, in keeping with the Twelve Steps and Twelve Traditions of NA."
- B. NCRSO faced financial challenges regarding the ability to be self-supporting. NCRSC and NCRSO came together to find solutions to be self-sufficient.

Accomplishments:

- A. NCRSC and BOD have successfully worked at becoming united as cohesive working committees. NCRSC is in full support of NCRSO and have committed both verbally and financially to its ability to function successfully.
- B. All three bodies NCRSO, NCRSC, and NCCNA are using QuickBooks15. This makes it more efficient when doing all bookkeeping and taxes.
- C. The NCRSO is currently in its third year of a five-year lease with its current landlord, which started with a decrease in rent and increasing in small amounts over the next five years.
- D. The NCRSO website was upgraded from X-cart 4 to X-cart 5. This tool is used for NCRSO and NCCNA online store purchases.
- E. A thorough timeline was created for the BOD Treasurer to follow. This will increase efficiency for future BOD Treasurers.
- F. The BOD revised the 2008 "NCRSO Special Event Insurance Packet" and installed it on Northern California Region of Narcotics Anonymous website.
- G. The BOD revised NCRSO equipment checkout form with updated requirements.
- H. The BOD created a "New Laptop Installation Checklist" to ensure cohesiveness on software installation and hardware configuration.
- I. The BOD installed administration software on most all NCRSO issued laptops and personal computers to provide remote technical assistance and troubleshoot for users.

BUSINESS PLAN
Fiscal Year 2015/2016 Goals

- A. NCRSC/NCRSO/NCCNA continued collaboration
- B. Increase sales and profit margin through outreach and retention and gift items
- C. Mentorship/recruitment and retention
- D. Improve/create written processes/guidelines
- E. To have contract language for NCCNA contracts that are consistent in the wording for cancellations and other areas of importance.
- F. To reorganize and/or rearrange NCRSO storage area to make it practical for filling orders and inventorying the merchandise. This will also include labeling the shelves and storage areas for easy access and setting up merchandise in chronological order by SKU, inventory number, or product type.
- G. To purchase more laptops that are required by members of the BOD, NCRSO, NCRSC, and NCCNA.

LETTER FROM BOARD PRESIDENT **Fiscal Year 2015/2016**

I would like to thank the Northern California Region of Narcotics Anonymous (NA) for allowing me to serve on the Board of Directors (BOD) for the past two years. The committee has run with nine BOD members for a few years. The BOD sales have remained fairly steady, with little change from the prior fiscal year. It is the belief of the BOD that a stable office workforce and a stable BOD will help the sales to increase in the coming fiscal year. The Northern California Regional Service Office (NCRSO) employees are commended time and again for excellent customer service.

This year had its successes along with its challenges. NCCNA updated to QuickBooks 2015 (QB). Through all this, the office continued to provide service to the fellowship. These members helped NCRSO employees find errors and reconcile the bank statements. Most importantly, the data reporting continues to improve each year. The BOD now has NCRSO, NCRSC, and NCCNA all on QB. NCRSO had members, who are not on the BOD, step up to help with the technology challenges, upgrading from X-Cart 4 to X-Cart 5. This tool is used for NCRSO and NCCNA online store purchases. A dedicated member spent numerous hours researching the details of how to upgrade to X-Cart 5, which provides NCRSO and NCCNA smoother transactions, with less errors.

The NCRSO continues to have two full-time employees. This allows the NCRSO to once again qualify for a group health insurance policy.

The committee is small and functions proficiently. This is one of the most rewarding service experiences to the fellowship that I have had during my time clean. I will share that my previous service on the BOD in 2003 to 2006 changed my life dramatically and opened new doors that would not have opened had I not participated on the BOD at that time, gaining that experience. Since some time has passed since that experience on the BOD, I returned to give back what has been so freely given to me, every time I serve the fellowship.

I would like to humbly thank all of the members who have helped keep me teachable. We do this service with what gifts and knowledge we have gained from Narcotics Anonymous. It is my hope that the BOD, NCRSC, and NCCNA will continue to take each other into consideration; not only the efforts and the work done with each other, but the commitment to the recovery process, as well. I look forward to the next year of cooperation and collaboration.

If after reading through this report, there is an interest in finding out more, please feel free to call, email, or visit the BOD meeting. The BOD welcomes members help and desire to serve. The BOD would love to answer any questions members might have.

The BOD meets the first Saturday of every month at the NCRSO in Fairfield, California. BOD meetings begin at 10:00 a.m. and normally are completed before 7:00 p.m. Usually there are 10 to 12 members in attendance, including the liaisons from NCCNA and NCRSC. Due to the number of members, the BOD meetings are less formal than most other service committees, allowing time for brainstorming and lengthy discussions, when necessary.

If members are interested in this type of service, it is strongly recommended that they come to a BOD meeting to sit as a visitor. All members are welcome. The BOD meetings are open, and it will help members get a sense of what the BOD does.

Unlike other service committees, the BOD is tasked with managing the "business" side of the NCRSO. For those members that have strong business skills, this is a great opportunity to use those skills in service to the fellowship. For those members of NA that are business minded but have never had the opportunity to build those skills, this is a great chance to do just that while giving back to NA. These positions offer very little recognition for the hard work, but it offers a magnitude of rewards through selfless service, given freely by the members that give of their time to serve on the BOD and keep the NCRSO operating.

The BOD's objectives and purposes are found in the by-laws of the corporation and available at http://www.norcalna.org/regional_forms-docs-reports.php. Here is a simplified list of the services provided by the NCRSO managed by the BOD.

- By incorporating, NCRSO provides a legal “umbrella” over the regional services, protecting the fellowship and individual members from possible lawsuits, as well as possible financial losses. The BOD signs all legal documents and contracts for the region resulting in the corporation bearing the legal exposure.
- The BOD offers Areas the ability to put the phone lines under the regional “umbrella”, protecting the fellowship from problems with individual members being listed as the phone line owner and protecting the phone line from being shut off if the Area committee misses paying the bill.
- The BOD corporate status allows the convention contract negotiator to leverage the Region's established credit to negotiate contracts with convention centers, hotels and other large vendors.
- The NCRSO, as a literature distribution center for NA literature, is able to get a substantial discount on literature from the World Service Office, allowing the Region to pass down a portion of that discount to the Areas and Groups that would not normally be receiving a discount.
- The BOD maintains the regional website, including online literature sales and convention registrations.
- The NCRSO provides a central location for the regional committees in Northern California to meet on a regular basis, as well as a location to store equipment, files, archives, and literature used to carry the message to the fellowship.
- The BOD works on various projects for the fellowship as directed by the NCRSC and/or as the need arises.

Thank you for allowing me to be of service,

Frank Williams
Board of Directors, President
NCRSO, Inc.
2015/2016

Interested in learning more?
Email: rsopres@norcalna.org

NCRSO BOARD OF DIRECTORS

The NCRSO BOD has two one-year direct elect seats available and one two-year pool seat. If members would like to qualify for this committee, attend the NCRSC meeting on the second Saturday of every month, except August, November, and January for fiscal year 2015/2016. Qualifications are normally held at 3:00 p.m. Members will need a service resume, available online at www.norcalna.org.

The requirements for the BOD are as follows:

- Candidates must qualify at the NCRSC meeting.
- Minimum four years clean time.
- Has read and has an understanding of the NCRSO Bylaws, which are available online.

If members would like to find out more about the various positions available on the BOD, the BOD duties are available online.

If members are interested in finding out more about being of service on the BOD, please send an email to rsopres@norcalna.org.

2015/2016 NCRSO Board Of Directors

Frank Williams <i>President</i> Two-Year Pool Seat Term Expires 2016	Leslie Fischer <i>Vice President</i> Two-Year Pool Seat Term Expires 2017
Becky Goldberg <i>Secretary</i> Two-Year Pool Seat Term Expires 2016	Mary Morello <i>Treasurer</i> Two-Year Pool Seat Term Expires 2016
Janet Brown <i>Assistant Treasurer</i> Two-Year Pool Seat Term Expires 2017	Barbara Miller <i>Office Operations / Personnel</i> Two-Year Pool Seat Term Expires 2017
Marion Graham <i>Sales/Inventory</i> One-Year Direct Elect Term Expires 2016	Paul Davis <i>Contracts/Insurance</i> One-Year Direct Elect Term Expires 2016
Diana Dresser <i>Member at Large</i> Two-Year Pool Seat Term Expires 2017	Open Position <i>Member at Large</i> Direct Elect
Open Position <i>Member at Large</i> Two-Year Pool Seat	Open Position <i>Member at Large</i> Direct Elect

LITERATURE SALES POLICY

Discount Structure

Sales Amount Range	Discount %
\$0.00 - \$100.00	0%
\$100.01 - \$500.00	5%
\$500.01 - \$5,000.00	8%
\$5,000.01 +	10%

Shipping & Handling Charges – Within California (Based on sub-total before taxes)

Sales Amount Range	Charges
\$0.00 - \$25.00	\$8.00
\$25.01 - \$70.00	\$10.00
\$70.01 - \$150.00	15%
\$150.01 - \$500.00	11%
\$500.01 +	9%

Shipping & Handling Charges – Outside of California (Based on sub-total before taxes)

Sales Amount Range	Charges
\$0.00 - \$25.00	\$10.00
\$25.01 - \$70.00	\$11.00
\$70.01 - \$150.00	15%
\$150.01 - \$500.00	12%
\$500.01 +	10%

Will Call Charges

(Based on sub-total before taxes)

Sales Amount Range	Charges
\$0.00 - \$150.00	7%
\$150.01 - \$500.00	6%
\$500.01 +	5%

Medallions

Individual purchase of medallion ship at a cost of \$5.75

Medallion purchase with other items will shipped at regular shipping cost

LITERATURE RETURN POLICY

1. If an order is placed online using a credit card and then canceled prior to shipment, the total order cost will be refunded, minus a \$6.00 service fee or 10% of the order, whichever is greater.
2. Items mistakenly ordered or unwanted are accepted for return within two weeks (14 days) after shipping. These return items must be undamaged. The refund will be at the purchase price, less any discount received on the initial order. This does not include shipping and handling or return shipping.
3. Any confirmed errors on the part of NCRSO will be readily exchanged or accepted for return within two weeks (14 days) after shipping. Return shipping to be paid by NCRSO.
4. Any request for returns more than two weeks (14 days) after shipping must be approved by the Sales Director prior to processing the return. These return items must be undamaged. The refund will be at the purchase price, less any discount received on the initial order. This does not include shipping and handling or return shipping. There will also be a minimum restocking charge of \$6.00 or 10% of the order, whichever is greater.
5. The NCRSO will not accept returns on discontinued, opened, or damaged items. Only items in resalable condition will be accepted. No refunds will be paid until items are received and condition has been verified.
6. Check the ship-to address carefully. The fee to re-route or intercept packages that have left the NCRSO warehouse but have not been delivered is \$35.00. Packages delivered to an address incorrectly provided by the purchaser are completely out of NCRSO's control.

NA SERVICE BODIES CREDIT POLICY

1. The NCRSO extends credit to NA Area and Regional level service bodies.
2. New clients must pre-pay the first three orders.
3. After three pre-payment orders, eligible clients may extend to net 30 terms if we have the following information.
 - a. The NCRSO must have acknowledgement of terms and conditions signed by the chairperson of the service body. In addition, contact information is required from both the individual responsible for ordering, and the individual responsible for paying for the orders. Required information includes name, address, phone number, e-mail, and the end date of their service commitment.
4. In the event an account is over 30 days past due (*60 days from date of shipment*), the account will be placed on credit hold, a collection letter will be sent, and a 2% per month fee will be charged.
5. Five days after mailing the collection letter a call will be made to the individual on file.
6. For Northern California NA Area or Regional accounts, a second letter will be hand delivered to the appropriate Regional Committee Member (RCM) at the next NCRSC meeting.

NOTE: If either the Area Service Committee (ASC), or one of its 'subcommittees' accounts is 30 days past due*, all ASC related accounts from that Area will be placed on credit hold until payment is received.

*This includes non-payment of insurance related fees.

7. In the event that an account has overpaid and/or has credit that is being held for more than \$100.00 by the NCRSO, that credit will be applied to future orders until the balance returns to below \$100.00. The NCRSO will not carry monies on the books.
1. NA service bodies must update contact information within 30 days of the election of new trusted servants. Accounts on credit hold due to nonpayment will remain so until payment is received and contact information updated.

BUSINESS CREDIT POLICY

1. The NCRSO extends credit to established businesses.
2. New clients must pre-pay the first three orders.
3. After three pre-payment orders, eligible clients may extend to net 30 terms if NCRSO has the following information:
 - a. A completed credit application must be on file with NCRSO. This application will include all Federal Tax ID information.
 - b. In the event an account is over 30 days past due (*60 days from date of shipment*), the account will be placed on credit hold, a collection letter will be sent, and a 2% per month fee may be charged.
 - c. Credit will not be re-instated until the account is current and the NCRSO BOD has agreed to re-instatement.
 - d. Accounts on credit hold due to non-payment will remain so until payment is received.
 - e. The credit application can be completed and sent to the NCRSO via:

Fax (707) 422-9128
Phone: (707) 422-9234
Email: ncrsosw@norcalna.org
Mail: 1820 Walters Court, Suite A-1, Fairfield, CA 94533
 - f. Please notify the NCRSO of any changes to the application.

NCRSO ACTUALS (Fiscal Year 2014/2015) and
BUDGET (Fiscal Year 2015/2016)

	<u>Actual</u> 7/14-6/15	<u>Budget</u> 7/15-6/16
Ordinary Income/Expense		
Income		
110 · Sales		
112 · Gift Income		
112.1 · Gift Sales at RSO	112,333.17	112,000.00
112.3 · Gift Sales at NCCNA	8,285.80	4,500.00
112.4 · Sales of Previous NCCNA Mdse	1,705.41	1,000.00
Total 112 · Gift Income	122,324.38	117,500.00
113 · Freight		
113.1 · Shipping and Handling	39,765.55	42,000.00
113.2 · Will Call Handling	5,297.02	5,500.00
Total 113 · Freight	45,062.57	47,500.00
114 · Literature		
114.1 · Literature Sales at RSO	377,830.35	405,000.00
114.3 · Literature Sales at NCCNA	8,171.44	10,000.00
Total 114 · Literature	386,001.79	415,000.00
115 · PO Discounts	132,119.20	133,560.00
Total 110 · Sales	685,507.94	713,560.00
120 · Equipment Rentals		
121 · Cash Register Rental	200.00	275.00
122 · Easel Rental	0.00	0.00
123 · Safe Rental	50.00	50.00
124 · Bill Counter Rental	25.00	50.00
Total 120 · Equipment Rentals	275.00	375.00
130 · Facility Rent	39,780.00	39,780.00
140 · Insurance Income		
141 · Insurance Certificate	7,025.00	7,500.00
142 · General Liability Reimb - RSC	31,673.00	17,000.00
Total 140 · Insurance Income	38,698.00	24,500.00
150 · Interest	3.65	0.00
160 · Inventory Adjustment	0.00	0.00
170 · Area Phonelines (Reimbursement)		
170.2 · Contra Costa Area Phone	978.09	800.00
170.3 · Napa Solano Phone	746.35	800.00
Total 170 · Area Phonelines (Reimbursement)	1,724.44	1,600.00
180 · Miscellaneous Income		
181 · Donations	225.00	0.00
183 · Rebates	116.01	
185 · Bad Check Payment	0.00	100.00
180 · Miscellaneous Income - Other	4,728.85	0.00
Total 180 · Miscellaneous Income	5,069.86	100.00
200 · NCCNA		
201 · NCCNA Sales Tax Received	3,932.95	5,500.00
203 · BOD Room Reimbursement	2,232.55	3,000.00
204 · RSO Booth Start Up	2,000.00	2,000.00
Total 200 · NCCNA	8,165.50	10,500.00
210 · Convention Start Up (NON NCCNA)	0.00	1,000.00
49030 · Returned Check Charges	30.00	
Total Income	779,254.39	791,415.00
Cost of Goods Sold		
5000 · Cost of Goods Sold	522,667.40	530,000.00
Total COGS	522,667.40	530,000.00
Gross Profit	256,586.99	261,415.00

Expense	Actual 7/14-6/15	Budget 7/15-6/16
300 · Bank Expenses		
301 · Bank Service Charges		
301.1 · Banking Fees	900.35	500.00
301.2 · Credit Card Fees	2,306.79	3,000.00
301.3 · Online Credit Card Fees	1,921.70	1,800.00
301 · Bank Service Charges - Other	0.00	
Total 301 · Bank Service Charges	<u>5,128.84</u>	<u>5,300.00</u>
Total 300 · Bank Expenses	5,128.84	5,300.00
310 · Accounting Services	7,341.50	6,000.00
320 · Area Phonelines		
320.2 · Contra Costa Phone	1,049.57	0.00
320.3 · Napa Solano Area Phone	746.18	0.00
320 · Area Phonelines - Other	0.00	1,600.00
Total 320 · Area Phonelines	1,795.75	1,600.00
330 · Convention Expense		
331 · Hotel Room-Spcl Workers/RSC Rep		
331.1 · Per Diem - Special Worker	250.00	250.00
331 · Hotel Room-Spcl Workers/RSC Rep - Other	794.15	1,000.00
Total 331 · Hotel Room-Spcl Workers/RSC Rep	<u>1,044.15</u>	<u>1,250.00</u>
332 · Raffle Item	162.75	200.00
333 · Other Booth Start Up Fund	0.00	0.00
334 · NCCNA Merchandise Sales Tax	3,933.00	5,500.00
335 · Post Closing Convention Expense	-340.35	500.00
336 · Convention Booth Phone/Elect.	193.51	1,500.00
337 · RSO Booth Start Up	2,000.00	2,000.00
338 · On Site Expenses	0.00	200.00
339 · RSO Traveling Booth	0.00	1,000.00
Total 330 · Convention Expense	6,993.06	12,150.00
340 · Directors Expense		
341 · Mileage	5,172.40	8,000.00
342 · Parking	772.00	500.00
343 · Rooms (Convention)	6,126.54	6,000.00
344 · Travel	471.30	200.00
345 · Supplies	0.00	250.00
Total 340 · Directors Expense	12,542.24	14,950.00
350 · Employment Expenses		
351 · Health Insurance	6,537.00	10,500.00
352 · Payroll Services	922.59	1,500.00
353 · Salary	57,012.05	75,000.00
354 · Taxes	25,380.53	30,000.00
355 · Travel Reimbursement	179.37	250.00
356 · Continuing Education	472.48	500.00
357 · Meals	208.38	50.00
Total 350 · Employment Expenses	90,712.40	117,800.00
360 · Insurance		
361 · Executive Risk-Flexi Five	1,110.75	1,600.00
362 · General Liability	13,844.17	10,850.00
363 · Cost of Riders-Umbrella	4,795.83	3,900.00
364 · Workers Compensation	3,572.00	3,500.00
Total 360 · Insurance	23,322.75	19,850.00
370 · Handling Costs		
371 · Incoming Freight	5,373.97	5,000.00
372 · Outgoing Freight	29,861.33	30,000.00
373 · Packaging Supplies	892.07	1,700.00
Total 370 · Handling Costs	36,127.37	36,700.00
380 · Inventory Adjustment Expense	-1,139.67	-1,200.00

	Actual 7/14-6/15	Budget 7/15-6/16
400 · Office Expenses		
401 · Security	882.49	750.00
402 · Maintenance and Repairs	381.41	600.00
403 · Janitorial	1,321.56	2,500.00
404 · Computer Expense	1,422.00	1,500.00
406 · Equipment Purchases	1,833.62	500.00
407 · Equipment Repairs	59.82	200.00
408 · Garbage	1,382.84	1,500.00
409 · Gas & Electric	3,448.31	4,000.00
410 · Office Supplies	1,590.27	1,100.00
412 · Printing & Production 07-01-09	117.23	0.00
413 · Telephone	2,199.01	1,900.00
414 · Rent	24,316.90	24,400.00
415 · Pest Control	570.00	600.00
417 · Postage	636.75	500.00
418 · Licenses and Permits	247.57	300.00
422 · Bank Check Purchase	183.46	0.00
Total 400 · Office Expenses	40,593.24	40,350.00
450 · Copy Machine Costs		
451 · Copy Machine Rental	9,176.79	4,500.00
452 · Copy Paper	211.08	300.00
453 · Ink Supplies	0.00	200.00
454 · Copy Machine Maintenance	80.43	200.00
Total 450 · Copy Machine Costs	9,468.30	5,200.00
460 · RSC Donation	-1.00	0.00
470 · Web Site		
471 · Website Hosting	103.02	800.00
472 · Website Development	0.00	100.00
473 · Website Maintenance	400.00	100.00
Total 470 · Web Site	503.02	1,000.00
500 · Sales Tax Expense	339.70	300.00
520 · Advertising	12.27	0.00
60900 · Business Expenses		
60930 · Fines, Penalties, Judgments	0.00	50.00
Total 60900 · Business Expenses	0.00	50.00
66900 · Reconciliation Discrepancies	-0.20	50.00
983 · Penalties and fines	0.00	25.00
Total Expense	233,739.57	260,125.00
Net Ordinary Income	22,847.42	1,290.00
Other Income/Expense		
Other Income		
998 · NCCNA Reimbursed Expenses		
998.1 · NCCNA Website Maintenance	-49.00	
998.2 · NCCNA Equipment Purchases	-25.12	
998.4 · NCCNA Operational Expense	29.85	
Total 998 · NCCNA Reimbursed Expenses	-44.27	
Total Other Income	-44.27	
Other Expense		
80000 · Ask My Accountant	135.00	0.00
997 · NCRSC Reimbursable Expense		
997.4 · NCRSC Operational Expense	21.21	0.00
Total 997 · NCRSC Reimbursable Expense	21.21	0.00
999 · NCCNA Reimbursable Expense		
999.1 · NCCNA Website Maintenance	29.85	
Total 999 · NCCNA Reimbursable Expense	29.85	
Total Other Expense	186.06	0.00
Net Other Income	-230.33	0.00
Net Income	22,617.09	1,290.00



LETTER FROM NCCNA CHAIR

NCCNA 37 was held in San Jose on April 1 to 4, 2015. The event was a successful celebration of recovery. Total registrations for NCCNA 37 were 4,000. The net profit from NCCNA 37 totaled \$46,134.24. Convention merchandise sales totaled \$63,226.00. For the Entertainment events, 519 attended the Comedy Show, 587 attended the New Q Review, 71 participated in the 5K Run, 224 played Bingo, and there were 36 golfers in the Golf Tournament. Many more enjoyed the DJ Dances, Salsa Dancing, Team Pictionary, and Karaoke events. The census for the Saturday Night Main Speaker Meeting revealed an estimated 5,000 in attendance. Newcomer registration packages totaled 383. They were given free to those with 30 days or less in recovery. It is with great anticipation that we are looking forward to 2016 for NCCCNA 38 in Santa Clara.

This convention cycle was spent on the footwork that led us to our 37th annual spiritual celebration of recovery. The economic results of this event helped to fund the services that our Region's 23 Areas have directed the NCRSO to provide. The hotel and convention center staff treated us with courtesy and professionalism. To top off the celebration, our Main Speakers carried the NA message of recovery to thousands of addicts that they can live a life that goes beyond "Living the Dream". We could not have fulfilled this mission without our volunteer's selfless service to our convention. This 100% volunteer-supported event is a clear demonstration of NA's First Tradition at work:

Our common welfare should come first; personal recovery depends on NA unity.

NCCNA 37 was the third event since our Regional Service Committee directed NCCNA to become a fully badged event. In other words, a registration badge was required to attend a meeting or entertainment event or participate as a volunteer, topic speaker or secretary. Attendance and financial reports for NCCNA 35, 36, and 37 indicated that the Northern California Region's fellowship supports the badged requirement. This is good news since the convention itself was in financial jeopardy when in 2011 fewer than 4,000 attendees paid for their registration and yet 9,000 attendees were onsite for the event. Clearly NCCNA needed to stop looking the other way when attendees were unwilling to register. The time had come for NCCNA to quit planning an event for thousands who refuse to support the event financially. Finally, the spirit of NA's Seventh Tradition principles was put into action.

NA membership gave us back our lives. And though the only requirement for NA membership is a desire to stop using, many privileges come with it. With privileges come responsibilities. One of the greatest of these is the privilege and the responsibility of paying our own way—to help NA be self-supporting. In active addiction we were always dependent on others. In recovery we begin to support ourselves, and we support the group that supports us. In doing that we help maintain our newfound dignity and freedom.

Today we are well on our way to NCCNA 38. We have budgeted for a convention with 4,800 attendees. Our budgeted income projections total \$267,775.20 and the budgeted expenses are \$265,255.00 resulting in a budgeted profit of \$2,520.20. One significant expenses is the increased cost for audio visual services. These services literally carry the messenger's message of NA and have been increasing steadily for the past several years as the venues in Sacramento, San Jose, and Santa Clara have exclusive rights to provide in-house, union labor vendors for audio visual services. This year we included in the Program an ASL interpreted meeting track that would enhance the convention for the hearing impaired along with the usual line up of dynamic Main Speakers from the NA nation. We are hopeful that NCCNA 38 will carry the message to the addict and provide an atmosphere of recovery that proves to all "We Do Recover".

Respectfully submitted,

Maryann Rios
Chair, NCCNA 38

NCCNA PROFIT AND LOSS
May 17, 2014 through July 5, 2015

Ordinary Income/Expense Income

01 · Registrations		
01.1 · Pre-Registrations	50,610.00	
01.2 · Onsite Registration	80,955.00	
Total 01 · Registrations		131,565.00
02 · Comedy Show		
02.1 · Pre-Reg Comedy	6,775.00	
02.2 · Onsite Comedy Show	7,440.00	
Total 02 · Comedy Show		14,215.00
04 · Bingo		
04.1 · Pre-Reg Bingo	1,960.00	
04.2 · Onsite Bingo	3,150.00	
Total 04 · Bingo		5,110.00
05 · Golf		
05.1 · Pre-Reg Golf	2,550.00	
05.2 · Onsite Golf	150.00	
Total 05 · Golf		2,700.00
06 · 5K Run		
06.1 · Pre-Reg 5K Run	1,450.00	
06.2 · On-Site 5K Run	325.00	
Total 06 · 5K Run		1,775.00
07 · LGBT		
07.1 · Pre-Reg LGBT	2,710.00	
07.2 · Onsite LGBT	4,740.00	
Total 07 · LGBT		7,450.00
40 · Merchandise Sales		
40.1 · Pre-Reg Merchandise	14,345.00	
40.2 · On-Site Merchandise	48,881.00	
Total 40 · Merchandise Sales		63,226.00
55 · Newcomer Money		
55.1 · Previous Cycle Newcomer Money	5,587.03	
55.2 · Pre-Reg Newcomer Money	1,579.00	
55.3 · Onsite Newcomer Money	5,219.01	
Total 55 · Newcomer Money		12,385.04
60 · Onsite Vendors		6,711.25
70 · Online Transaction Fees \$2		1,820.00
80 · Interest Income		0.22
91 · Member Reimbursement		4,648.64
93 · Hotel Room Rebate		6,098.00
Total Income		257,704.15
Gross Profit		257,704.15

Expense

100 · Arts & Graphics		
101 · Travel/Parking	1,156.24	
102 · Postage/Copies/Supplies	56.64	
111 · Main Logo Development	850.00	
112 · Brochure Development	425.00	
113 · Program Development	412.50	
114 · Merchandise Logo Development	125.00	
115 · Banner Design	253.80	
120 · Badge Lamination & Lanyards	2,610.12	
121 · Signs	2,045.72	
122 · Printing	8,252.15	
126 · Table Banner	4,159.50	
130 · Hotel Room	1,173.24	
Total 100 · Arts & Graphics		21,519.91
200 · Entertainment		
201 · Travel/Parking	431.00	
210 · Comedy Show	5,000.00	
211 · Live Music	28.00	
212 · Bingo	1,419.19	
213 · Golf Tournament	2,378.97	
214 · 5K Run	749.66	
215 · LGBT	1,500.00	
217 · DJ/Karaoke	5,061.58	
239 · SALSA DANCE	300.00	
240 · NA Unplugged	334.41	
241 · Battle of the Bands	334.40	
250 · Light/Electrical - A/V	1,125.13	
270 · Games/Prizes	299.47	
299 · Hotel Room	877.16	
Total 200 · Entertainment		19,838.97
300 · Executive		
301 · Travel/Parking	6,665.70	
302 · Postage/Copies/Supplies	476.53	
303 · Meeting Room (RSO)	7,150.00	
306 · Web Design/Mail Chimp	974.24	
309 · Miscellaneous	1,519.00	
310 · Online Transaction Fees	3,826.37	
311 · Credit Card Fees	1,941.86	
314 · Bad Checks	-30.00	
315 · Bank Charges	271.41	
320 · Convention Center Rent	21,700.00	
322 · Armored Car Service	689.70	
323 · Insurance	1,271.00	
324 · Water	1,083.48	
326 · On-Site Meeting Rent	62.51	
327 · Appreciation Gift Baskets	500.00	
328 · Equipment Rental	2,648.00	
329 · Hotel Rooms	3,400.08	
330 · Cash Short and Over	83.04	
Total 300 · Executive		54,232.92
400 · Host		
401 · Travel/Parking	956.64	
402 · Postage/Copies/Supplies	24.80	
403 · PO Box/Miscellaneous	318.96	
404 · Subcommittee Meeting Rent	375.00	
410 · A/V	35,374.47	
411 · Lighting/Electrical	2,180.00	

413 · Medical Standby	1,585.00	
414 · Convention Center Security	1,308.75	
415 · Decorations	1,465.26	
416 · Truck Rental	943.49	
420 · Hotel Room	1,162.16	
Total 400 · Host		45,694.53
500 · Merchandise		
501 · Travel/Parking	1,359.07	
502 · Postage/Copies/Supplies	13.79	
510 · Merchandise	38,778.71	
512 · Sales Tax	3,932.95	
513 · Registration Packet Items	8,037.29	
515 · Volunteer Ribbons	353.68	
521 · Equipment Rental	100.00	
522 · Credit Card Phonenumber	1,764.64	
530 · Hotel Room	1,184.07	
Total 500 · Merchandise		55,524.20
600 · Program		
601 · Travel/Parking	2,531.00	
602 · Postage/Copies/Supplies	514.35	
603 · PO Box Rental	128.00	
604 · Subcommittee Meeting Rent	340.00	
606 · Miscellaneous	112.58	
620 · Literature for Newcomers	581.16	
621 · Main Speakers Travel	1,663.50	
623 · Main Speaker Registrations	180.00	
624 · Van Rental	566.81	
625 · Interpreters	2,500.00	
630 · Hotel Room	1,162.16	
Total 600 · Program		10,279.56
700 · Registration		
701 · Travel/Parking	1,286.13	
702 · Postage/Copies/Supplies	607.53	
703 · PO Box Rental	216.00	
704 · Subcommittee Rental	608.00	
730 · Equipment Rental	100.00	
731 · Credit Card Phonenumber	500.00	
740 · Hotel Room	1,162.16	
Total 700 · Registration		4,479.82
Total Expense		211,569.91
Net Ordinary Income		46,134.24
Net Income		46,134.24

LETTER FROM NCRSC CHAIR

Thank you for the honor of being the chairperson of the Fellowship Services Team and the Regional Service Committee this year. I am always in awe of how amazing this fellowship is and how our service system works. We may disagree but always end up coming to a group conscience that feels right in the end. My personal goal for 2015/2016 at the RSC is be of service to the NA fellowship by facilitating the RSC meeting with patience, kindness, love and humor. So far, I think it's working.

Over the 2014/2015 cycle the RSC set the following goals after participating in an environmental scanning exercise with the areas gathering the items of importance to them and communicating those at the RSC.

1. Goal: Improve NAs relationship with local criminal justice systems. – The PR/H&I sharing forum leadership have reached out to the local subcommittees to assess the needs, have worked diligently to facilitate interactions with the local criminal justice organizations and attended a conference where they were able to interact with members of the local county and city sheriff and police leadership. At NCCNA 37, there was a panel discussion with county and city criminal justice leadership participation that was a huge success. The goal continues into the 2015/2016 cycle.
2. Goal: To develop resources for training of GSRs and Area Trusted Servants. – This goal did not actually take substance during the year, however the Fellowship Services Team was able to present at multiple areas on topics of interest to the fellowship.
3. Goal: To create resources for mentorship and modeling of effective leadership. – Again, there was never any movement on this goal and it will continue into 2015/2016.
4. Goal: Increase the number of members willing and able to be of service. – Because of the loss of the Regional Resource Coordinator, there was a gap in the ability to gain more members being of service. We again will try to facilitate this at the area and regional level over the next year.
5. Goal: To better serve our fellowship by seeking to understand the demographics of our Region and that of the general population to assist in fellowship development. – The region as a whole made the decision that this goal was not of major importance at the regional level and was set aside this cycle.
6. Goal: To bring increased awareness to and understanding of the traditions – The Regional Committee created a group discussion board for the traditions, that wasn't used much by the RCMs. There is also a PowerPoint slide show now available for use by the fellowship in regards to our traditions.

As you can see, the regional committee was unable to complete the goals they had set out for the year, but that does not mean we weren't successful. The regional committee again facilitated the Newcomer Workshops at NCCNA, which had a record number of attendees, reaching over 400 newcomers. The other workshops included two fellowship development presentations by our regional delegate team, a Skype meeting with member of PR all over the world, which was very successful, and other H&I and Regional Workshops happened there. The region was asked to host two NA101 sessions in the 2014/2015 cycle, these were held in San Francisco and Alameda County.

For the 2015/2016 cycle the regional service committee again has set some very important goals based on the annual Environmental Scanning session held at the RSC in May. We made the decision to do things slightly different, by prioritizing the goals and by putting together workgroup towards the beginning of the cycle. The RSC has most of the open positions filled this year, which will help us be able to have successfully meet these goals. The 2015/2016 cycle is also a World Service Conference year, so the fellowship will be focused on the Conference Agenda Report (CAR) and the FST will be hosting numerous CAR Workshops throughout the region, including one at the RSC in December and one at NCCNA in Santa Clara this year. I need to also talk about the response by the RSC to the devastating fire in Lake County and the surrounding areas. Our fellowship made the decision to donate \$1,000 in literature to Lake County to assist in getting them back on their feet. Members and other areas also donated funds to assist. The outpouring of love to the fellowship there is what NA is about. Supporting one another through the bad and the good. Working together to flourish meeting life on life's terms. It was a very moving moment to be part of at our Region.

Below this letter is the Regional Service Committee Goals from our Action Plan for the 2015/2016. The prioritized goals have already been set in motion with the creation of a Working Groups with an FST member appointed to facilitate each one. If you are interested in being involved in any of the working groups, please feel free to complete a Regional Resource Pool Form.

The Fellowship Services Team is also available to assist the Areas by coming to present workshops, attend Area meetings, and facilitate inventories at the Area level. To submit a travel request just complete the form here. Again, thank you for the honor of being able to lead the Regional Service Committee during the 2015/2016 cycle.

Sincerely and Hugs,

Sue Lydick
FST Chairperson

Goals and Objectives for 2015/2016 Cycle

Priority Goals

1. Goal: Facilitate ongoing awareness within the Fellowship Services Team of the FST and RSC guidelines, and the issues presented by the region at the annual planning session.
2. Goal: Improve NAs relationship with local criminal justice systems.
3. Goal: Develop an Audio/Visual library for H&I facility meetings.
4. Goal: Increase Outreach to the Medical Community by developing tools to assist area PR committees.
5. Goal: Provide resources to the areas to assist in the education of their trusted servants.
6. Goal: To create resources for mentorship and modeling of effective leadership.
7. Goal: Provide tools to assist and facilitate training on the traditions and concepts.
8. Goal and Objective: Research and then ask NAWS to create an Issue Discussion Topic (IDT) on Service and reducing apathy.
9. Goal and Objective: PR & H&I do Outreach to the California and close bordering regions to start a discussion on larger organized shared services.
10. Goal and Objective: To create a more universal packaged presentation for Schools projects.

Secondary Goals

1. Goal: Develop H&I Training Documents
2. Goal: Gather demographic data for the Northern California Region.
3. Goal: Assist the groups at area level with the creation of group sharing forums in needed/wanted.

NCRSC
Balance Sheet
As of June 30, 2015

	<u>Jun 30, 15</u>
ASSETS	
Current Assets	
Checking/Savings	
2 - NCRSC Main Checking Account	21,449.80
3 - Savings Account	
3a - Prudent Reserve	6,004.14
3b - Prepaid Expense Funds	3,664.41
3c - Encumbered Discretionary Funds	3,399.72
3d - Available Discretionary Funds	17,535.96
3 - Savings Account - Other	13.74
Total 3 - Savings Account	<u>30,617.97</u>
Total Checking/Savings	<u>52,067.77</u>
Total Current Assets	<u>52,067.77</u>
TOTAL ASSETS	<u>52,067.77</u>
LIABILITIES & EQUITY	
Equity	
30000 - Opening Balance Equity	43,042.10
32000 - Unrestricted Net Assets	-3,458.90
Net Income	12,484.57
Total Equity	<u>52,067.77</u>
TOTAL LIABILITIES & EQUITY	<u>52,067.77</u>

NCRSC
Profit & Loss
 July 2014 through June 2015

Jul '14 - Jun 15

Income	
1 · DONATIONS - RSC Income	
100 · Area Donations	
101 · American River Area	4,034.40
102 · Contra Costa Area	2,858.21
103 · East Bay Central Area	900.00
104 · East Bay North Area	3,047.72
105 · Greater San Jose Area	4,000.00
106 · Humboldt Del Norte Area	50.00
107 · Lake County Area	2,000.00
108 · Marin County Area	5,756.28
109 · Medocino County Area	940.73
110 · Mission Peak Area	5,815.72
111 · Monterey Area	2,040.00
112 · Napa/Solano Area	3,081.98
113 · 916 North Area	1,160.69
114 · Peninsula Area	6,235.83
115 · River Cities Area	3,063.50
116 · Sacramento Area	3,886.59
117 · San Francisco Area	4,289.96
118 · Santa Cruz Area	3,000.00
119 · Shasta Area	1,039.92
120 · Sierra Foothills Area	600.00
121 · Sonoma County Area	4,282.82
122 · Area De Habla Hispana Del Norte	600.00
123 · Middle Mountain Area	2,236.57
Total 100 · Area Donations	64,920.92
200 · Group Donations	
256 Wild Recovery	100.67
143 · Los Gatos Home Group - GSJO Are	1,121.19
207 · Elk Grove Home Group (Sac)	83.70
211 · We do recover (Sonoma)	405.00
212 · Stepping Fearlessly-MP	100.00
213 · Sunday night serenity ARANA #92	338.49
218 · Belmont Hills Group	20.00
222 · Group 66 - Monday Grab Bag Meet	6.50
223 · "Easy Does it Group" (Vallejo)	168.00
229 · Tuesday Men's night out	54.86
230 · Back to Basics Cotati	133.00
245 · Friday Night Alternative	207.67
247 · Gilroy Home Group	66.68
249 · Davis NA Group 104	219.35
252 · Stepping Stones #39	66.85
253 · Orland Back to Basics	337.27
254 · Winds of Change	17.58
200 · Group Donations - Other	1,444.35
Total 200 · Group Donations	4,891.16
300 · Individual Member Donations	125.02
400 · NCRSO Inc Donation to RSC	
400.01 · NCCNA Donation	38.28
400 · NCRSO Inc Donation to RSC - Other	64,432.87
Total 400 · NCRSO Inc Donation to RSC	64,471.15
1 · DONATIONS - RSC Income - Other	25.00
Total 1 · DONATIONS - RSC Income	134,433.25
257 · NA Tuesday Night Group	22.01
900 · Savings Account Interest Income	13.25
Total Income	134,468.51
Expense	

Expense

1000 · ADMINISTRATIVE COSTS	
1010 · Telecommunications	468.00
1020 · RSC Supplies	515.44
1050 · Rent (RSO Subsidy)	31,980.00
1060 · Travel	
1060.01 · FST Mileage	3,753.75
1060.03 · RCM Mileage	1,657.30
1060.04 · RCM Hotel	396.91
Total 1060 · Travel	5,807.96
Total 1000 · ADMINISTRATIVE COSTS	38,771.40
2000 · Routine Fellowship Support	
2010 · Institutional Literature Fund	
2010.01 · H&I Literature	1,051.62
2010.02 · PR Literature	27.25
Total 2010 · Institutional Literature Fund	1,078.87
2015 · Regional Fire Camp	
2015.01 · Mileage & Hotel	454.39
Total 2015 · Regional Fire Camp	454.39
2020 · Professional Events	
2020.02 · Mileage	353.50
Total 2020 · Professional Events	353.50
2050 · NCCNA - Fellowship Support	
2050.01 · NCCNA Mileage	230.00
2050.02 · NCCNA Hotel	608.90
2050.03 · NCCNA Supplies	104.18
2050.04 · Hard-Wired Internet for SKYPE	1,437.02
Total 2050 · NCCNA - Fellowship Support	2,380.10
2080 · Regional Insurance Policy Reimb	14,484.00
Total 2000 · Routine Fellowship Support	18,750.86
3000 · Zonal & WSC Travel Activities	
3020 · WS Zonal Forum - Up to 2 people	593.69
3050 · WS Learning Days - Up to 4	500.00
Total 3000 · Zonal & WSC Travel Activities	1,093.69
4000 · RSC Donation to NAWS	50,797.27
4500 · DISCRETIONARY EXPENSES	
5000 · NCRSC FELLOWSHIP DEVELOPMENT	
5010 · FD Travel Requests	
5010.01 · FD Mileage	233.30
Total 5010 · FD Travel Requests	233.30
Total 5000 · NCRSC FELLOWSHIP DEVELOPMENT	233.30
7000 · NCRSC Motions	
7000.1 · Mileage/Travel	482.10
7000.2 · Hotel	1,112.90
7000.6 · Per Diem	150.00
7000.7 · Equipment & Software	1,312.40
7000 · NCRSC Motions - Other	5,000.00
Total 7000 · NCRSC Motions	8,057.40
8000 · NCRSC Project Proposals	
8000.1 · Mileage/Travel	1,550.46
8000.2 · Hotel	210.63
8000.3 · Copies/Supplies	1,123.93
8000.4 · Rent/Insurance	1,395.00

Total 8000 · NCRSC Project Proposals	4,280.02
Total 4500 · DISCRETIONARY EXPENSES	12,570.72
Total Expense	121,983.94
Net Income	12,484.57