

Northern California Region of Narcotics Anonymous

Regional Service Office
Board of Directors



Annual Report

2009 - 2010



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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 NCRSO has prepared this report for the fellowship of Northern California. This report will focus on the activities of the 2009-2010 fiscal year, and the plans for the 2010-2011 fiscal year. This report includes reports and financial information from the NCRSO, NCCNA, and the NCRSC.

Activity during 2009-2010 at the Office:

I. Financial

- A. Expense was more than income by \$33,041.55. At the end of the fiscal year, the RSO had \$12,156.49 and accrued interest in Certificate of Deposits.
- B. Reduced delinquent account balances from \$6481.13 to \$168.79 over the course of the year.
- C. Partnered with RSC to educate RCM's regarding interpretation of financial reports to increase the understanding of the financial health of both the RSC and the RSO.
- D. The board of directors continued to work closely with NCCNA on fiscal management of the convention. This continued partnership between the two committees allowed the convention financial management to run smoothly again this year, both prior to, during and after another amazingly successful convention.

II. Sales

- A. The 2009/2010 fiscal year experienced a drop in literature sales of 18% . During the year total literature sales were \$395,045.40. Total sales of gift items were \$119,817.29.
- B. Online sales grew in popularity by 2%, increasing to \$113,686.10 for the fiscal year.
- C. NCRSO Sales at NCCNA were very successful this past year. We sold a record \$25,551.00 worth of literature and gifts during the four days onsite in Santa Clara.

III. BOD Members and Office Personnel

- A. Proposed to the RSC increasing the size of the Board by three Member at Large seats. It is the hope of the Board that these members provide additional support for some of the more demanding director positions and allow us the opportunity to focus attention on some special projects moving forward.
- B. Trained a local member of the fellowship to provide support in the event of illness or vacation taken by one of our Special Workers.

IV. Additions and Challenges

- A. Overall sales were down 20% over the course of the year. In an effort to better align our business forecast with the ongoing economic downturn, the Board invested significant effort in our budget going forward to provide a more realistic view of sales increases and office expenditures.
- B. Our ability to complete tasks will be significantly increased with an expanded Board and the assistance of the RSC in recruiting qualified directors.
- C. Even with a reduced board, we were able to accomplish several tasks:
 - 1. Filled two Board seats
 - 2. Hung historical NCCNA banners around the meeting room.
 - 3. Repaired sagging insulation.
 - 4. Removed speakers hanging from the ceiling that presented an earthquake hazard.
 - 5. Installed remote support software on Regional laptops
 - 6. Deployed new desktop computers for both special workers in the office
 - 7. Reduced expense by changing computer security software providers
 - 8. Restructured accounting software licensing to avoid upgrade expenditures



First Annual NCCNA Banner

LETTER FROM BOARD PRESIDENT
Fiscal Year 2010

I would like to thank the Northern California Region for allowing me to serve on the board of directors for the past year. The committee is small, functions proficiently and is one of the most rewarding experiences in service to this fellowship that I have had during my time clean. I will share that my previous service on the board in 2002-2004 changed my life dramatically, and opened new doors for me that would not have opened had I not participated on the board back then and gained that experience. Now that some time has passed since then, it was time for me to return to the board and give back some of what is so freely given to me every time I serve the fellowship.

The past year was a challenging but worthwhile year for the regional service office and the board of directors. Working for an entire year with only five of nine directors seats occupied required directors to take on extra duties, with some projects just not reaching completion. That being said, the board was still able to be extremely productive and I personally want to thank each of the board members, Jennie, Karina, Chris, and Jerry, for their tireless service and dedication to our fellowship. I believe I can speak for the entire board and say it was a privilege to serve the Northern California Region of Narcotics Anonymous this past year.

I'd like to take this time to talk about the board of directors, what the board does and why it exists. If after reading through this report, you are interested in finding out more, please feel free to call, email or visit the board meeting. The board welcomes your help and we would love to answer any questions you might have.

The board of directors meets the first Saturday of every month at the regional service office in Fairfield. Our meetings begin at noon and normally are completed before 7 p.m. in the evening. Usually there are 8 to 10 people in attendance, including the liaisons from NCCNA and the RSC. Because of the size of the meetings, they are normally less formally run than most other service committees, allowing time for brainstorming and lengthy discussions, when necessary.

Unlike other service committees, the regional board of directors is tasked with managing the "business" side of regional service. For those members of the fellowship 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 the Narcotics Anonymous fellowship. These positions offer very little recognition for the hard work, but offer a magnitude of rewards through selfless service, given freely by the members that give of their time to serve on the board.

The board's objectives and purpose are found in the by-laws of the corporation, available at http://www.norcalna.org/regional_forms-docs-reports.php. Here is a simplified list of the services provided by the Northern California Regional Service Office, Inc., managed by the board of directors.

- By incorporating, NCRSO provides a legal "umbrella" over our regional services, protecting the fellowship and individual members from possible lawsuits, as well as possible financial losses. The board signs all legal documents and contracts for the region resulting in the corporation bearing the legal exposure.
- The board offers the areas the ability to put their phonedlines under the regional "umbrella", protecting the fellowship from problems with individual members being listed as the phonedline owner and protecting the phonedline from being shut off if the area committee misses paying the bill.
- Our 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 board maintains a general liability insurance policy for the region that covers all of the regularly scheduled meetings in the region's 21 areas (currently around 1,400 meetings a week), plus special events as requested.
- The regional service office, 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 board maintains the regional website, including online literature sales and convention registrations.
- The regional service office 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 board of directors works on various projects for the fellowship as directed by the regional service committee and/or as the need arises.

Currently the regional board of directors is functioning again with less than a full board, but a number of director positions have been filled. We have only three of twelve seats open. Performing the tasks listed above can be challenging without all director seats filled. I'd like to hope that this is a temporary problem and that soon members of the region will be knocking down our door to become a part of this wonderful service body. I truly believe that if members only knew how incredibly rewarding this service commitment can be, that hope of mine would become a reality.

Thank you for allowing me to be of service,

Ron Francies
President
NCRSO, Inc
2010

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

NCRSO Board of Directors

The Northern California Regional Service Office Board of Directors has one direct elect seat and three two-year pool seats available. If you'd like to qualify for this committee, attend the NCRSC meeting on the 2nd Saturday of every other month. Qualifications are normally held at 5 p.m. You'll need a service resume, available online at www.norcalna.org.

The requirements for the BOD are as follows:

Candidates must qualify at the RSC meeting.

Minimum four (4) years clean time.

Has read and has an understanding of the NCRSO Bylaws, available online.

If you'd like to find out more about the various positions available on the Board you can read the Director's Duties, available online.

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

2010 NCRSO BOARD OF DIRECTORS

Ron Francies

President

One-Year Pool Seat

Term Expires 2011

Chris Bishop

Vice President

Two-Year Pool Seat

Term Expires 2011

Tamora Parr

Treasurer

Two-Year Pool Seat

Term Expires 2012

Open Position

Asst. Treasurer

Terri Abrahamson

Secretary

Two-Year Pool Seat

Term Expires 2012

Anita (Snoopy) Freeman

Insurance / Contract Negotiator

Two-Year Pool Seat

Term Expires 2012

Rosie Altamirano

Office Operations / Personnel

Two-Year Pool Seat

Term Expires 2012

Jerry Richardson

Sales / Inventory

Two-Year Pool Seat

Term Expires 2012

Karen Roberds

Member at Large

Two-Year Pool Seat

Term Expires 2012

Willie Cosgrave

Member at Large

Two-Year Pool Seat

Term Expires 2012

Open Position

Member at Large

Open Position

Member at Large

LITERATURE SALES POLICIES

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	\$6.00
\$ 25.01 - \$ 50.00	\$7.00
\$ 50.01 - \$150.00	9%
\$ 150.01 - \$500.00	8%
\$ 500.01 +	7%

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

Sales Amount Range	Charges
\$ 0.00 - \$ 25.00	\$7.00
\$ 25.01 - \$ 50.00	\$8.00
\$ 50.01 - \$150.00	10%
\$ 150.01 - \$500.00	9%
\$ 500.01 +	8%

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 the Regional Service Office will be readily exchanged or accepted for return within two weeks (14 days) after shipping. Return shipping to be paid by the RSO.
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 RSO 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 your ship to address carefully. The fee to re-route or intercept packages that have left our warehouse but have not been delivered is \$35.00. Packages delivered to an address incorrectly provided by the purchaser are completely out of our control.

NCRSO CREDIT POLICY

1. The NCRSO extends credit to NA Area and Regional level service bodies as well as established businesses.
2. New clients must pre-pay the first three (3) orders.
3. After three pre-payment orders, eligible clients may be extended net 30 terms if we have the following information.
 - a. For businesses, a completed credit application must be on file with our office. This application will include all Federal Tax ID information.
 - b. For NA service bodies we must have acknowledgement of terms and conditions signed by the chairperson of the service body. In addition, contact information is required from both the person responsible for ordering, and the person 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. For Northern California NA Area or Regional accounts, a second letter will be hand delivered to the appropriate RCM at the next RSC meeting. Five days after mailing the collection letter a phone call will be made to the person responsible for paying the bills.

NOTE: If either the ASC, or one of its 'subcommittees' account 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.
6. NA service bodies must update contact information within 30 days of the election of new trusted servants (*page 2*). Accounts on credit hold due to nonpayment will remain so until payment is received and contact information is updated.

NCRSO BOARD OF DIRECTORS BUSINESS PLAN

Fiscal Year: 2010-2011

Approved: November, 2010

Adoption of this plan by the NCRSO Board clearly establishes the desire of the Board to meet the following goals. These goals are ranked in order of priority and urgency. The Business Plan shall serve as the primary focus of the NCRSO Board of Directors for the next year following its adoption, or until such time as these goals are adequately met or amended.

Goal #1 – Streamline order processing

- a) Evaluate order processing end to end
 - i) Online orders
 - ii) Phone orders
 - iii) Walk-ins
- b) Propose refinements and improvements to BOD
- c) Establish implementation timeline for improvements

Goal #2 – Increase sales by 10% over previous year

- a) Continue with stimulation of sales efforts
- b) Develop RSO email list for marketing
- c) Partner with external vendors to develop NCCNA archives as a revenue stream

Goal #3 – Improve Directors knowledge base and documentation

- a) Develop BOD Timeline by Director Position
- b) Cross training directors on use of internal tools (Airset, sales process, booth sales)

NCRSO Budget to Actuals FY2008 & FY2009

NCRSO Budget 2010

Approved September, 2010

	<u>FY 2009</u>	<u>FY 2010</u>	<u>FY 2011</u>
	<u>Actuals</u>	<u>Actuals</u>	<u>Budget</u>
Ordinary Income/Expense			
Income			
110 · Sales			
112 · Gift Income			
112.1 · Gift Sales at RSO	119,614.88	119,606.23	126,000.00
112.3 · Gift Sales at NCCNA	9,361.00	0.00	0.00
112.4 · Sales of Previous NCCNA			
Mdse	<u>2,390.42</u>	<u>816.59</u>	<u>0.00</u>
Total 112 · Gift Income	131,366.30	120,422.82	126,000.00
113 · Freight			
113.1 · Shipping and Handling	36,857.64	37,710.28	35,490.00
113.2 · Will Call Handling	<u>5,250.66</u>	<u>4,223.91</u>	<u>3,603.60</u>
Total 113 · Freight	42,108.30	41,934.19	39,093.60
114 · Literature	07-08 -- \$534k		
114.1 · Literature Sales at RSO	460,850.44	397,138.35	420,000.00
114.3 · Literature Sales at NCCNA	<u>15,168.00</u>	<u>0.00</u>	<u>0.00</u>
Total 114 · Literature	476,018.44	397,138.35	420,000.00
115 · PO Discounts	<u>155,093.71</u>	<u>120,034.88</u>	<u>136,500.00</u>
Total 110 · Sales	804,586.75	679,530.24	721,593.60
120 · Equipment Rentals			
121 · Cash Register Rental	200.00	200.00	200.00
123 · Safe Rental	50.00	50.00	50.00
124 · Bill Counter Rental	<u>100.00</u>	<u>25.00</u>	<u>25.00</u>
Total 120 · Equipment Rentals	350.00	275.00	275.00
130 · Facility Rent	28,400.00	25,557.19	28,800.00
140 · Insurance Income			
141 · Insurance Certificate	4,630.15	5,544.85	4,000.00
142 · General Liability Reimb - RSC	<u>13,575.16</u>	<u>118.84</u>	<u>14,500.00</u>
Total 140 · Insurance Income	18,205.31	5,663.69	18,500.00
150 · Interest	221.36	32.19	25.00
170 · Area Phonelines (Reimbursement)	8,165.55	6,407.78	6,000.00
180 · Miscellaneous Income			
181 · Donations	89.68	309.59	0.00
185 · Bad Check Payment	<u>0.00</u>	<u>110.00</u>	<u>0.00</u>
Total 180 · Miscellaneous Income	89.68	419.59	0.00
191 · NCRSC 1-Time Supplemental Income			10,000.00
200 · NCCNA			
201 · NCCNA Sales Tax Received	6,942.96	6,624.10	6,000.00
202 · NCCNA Convention Income	83,264.24	0.00	0.00
203 · BOD Room Reimbursement	<u>530.00</u>	<u>1,767.80</u>	<u>2,250.00</u>

Total 200 · NCCNA	90,737.20	8,391.90	8,250.00
Total Income	950,755.85	726,277.58	783,443.60
Cost of Goods Sold			
5000 · Cost of Goods Sold	621,379.41	532,227.54	562,843.01
Total COGS	621,379.41	532,227.54	562,843.01
Gross Profit	329,376.44	194,050.04	220,600.59
Expense			
300 · Bank Expenses			
301 · Bank Service Charges			
301.1 · Banking Fees	0.00	1,350.15	
301.2 · Credit Card Fees	0.00	2,237.37	
301.3 · Online Credit Card Fees	0.00	2,103.92	
301 · Bank Service Charges - Other	4,917.95	0.00	
Total 301 · Bank Service Charges	4,917.95	5,691.44	6,000.00
302 · BankCard Annual Fee	0.00	0.00	
Total 300 · Bank Expenses	4,917.95	5,691.44	6,000.00
310 · Accounting Services	10,882.50	2,012.75	1,200.00
320 · Area Phonelines	7,329.55	6,397.36	6,000.00
330 · Convention Expense			
331 · Hotel Room-Splc Workers	0.00	990.24	550.00
332 · Raffle Item	0.00	0.00	150.00
334 · NCCNA Merchandise Sales Tax	6,943.00	7,022.00	6,000.00
335 · Post Closing Convention Expense	434.54	360.18	0.00
Total 330 · Convention Expense	7,377.54	8,372.42	6,700.00
340 · Directors Expense			
341 · Mileage	4,268.09	4,323.02	8,500.00
342 · Parking	183.69	0.00	500.00
343 · Rooms (Convention)	0.00	3,700.77	4,500.00
344 · Travel	24.00	156.00	150.00
345 · Supplies	0.00	1,892.68	200.00
Total 340 · Directors Expense	4,475.78	10,072.47	13,850.00
350 · Employment Expenses			
351 · Health Insurance	12,895.00	17,203.00	8,000.00
352 · Payroll Services	1,472.00	1,332.50	1,500.00
353 · Salary	68,052.86	72,327.24	75,000.00
354 · Taxes	6,359.34	6,194.45	6,500.00
355 · Travel Reimbursement	150.91	121.00	200.00
356 · Continuing Education	0.00	0.00	0.00
357 · Meals	292.95	348.99	400.00
Total 350 · Employment Expenses	89,223.06	97,527.18	91,200.00
360 · Insurance			
361 · Executive Risk	1,528.00	0.00	1,400.00
362 · General Liability	10,123.00	9,611.00	14,500.00

363 · Cost of Riders	300.00	3,461.25	2,000.00
364 · Workers Compensation	<u>2,241.00</u>	<u>3,118.00</u>	<u>3,500.00</u>
Total 360 · Insurance	14,192.00	16,190.25	21,400.00
370 · Handling Costs			
371 · Incoming Freight	11,680.76	4,917.33	
372 · Outgoing Freight	27,450.27	25,393.54	
373 · Packaging Supplies	<u>1,988.13</u>	<u>2,285.75</u>	
Total 370 · Handling Costs	41,119.16	32,596.62	35,718.88
380 · Inventory Adjustment Expense	-1,301.42	-2,006.08	0.00
400 · Office Expenses			
401 · Security	722.20	545.72	600.00
402 · Maintenance and Repairs	1,083.30	521.40	750.00
403 · Janitorial	1,840.00	1,690.00	0.00
404 · Computer Expense	1,884.93	1,121.00	0.00
406 · Equipment Purchases	0.00	118.95	500.00
407 · Equipment Repairs	74.92	21.84	250.00
408 · Garbage	1,267.43	1,011.46	1,200.00
409 · Gas & Electric	6,210.89	5,683.43	6,000.00
410 · Office Supplies	2,290.48	2,123.26	2,000.00
412 · Printing & Production	0.00	0.00	0.00
413 · Telephone	1,479.08	1,228.25	1,300.00
414 · Rent	22,306.98	27,369.58	24,000.00
415 · Pest Control	660.00	570.00	570.00
417 · Postage	724.81	792.00	800.00
418 · Licenses and Permits	20.00	119.93	125.00
421 · Bad Debt	<u>0.00</u>	<u>791.67</u>	<u>0.00</u>
Total 400 · Office Expenses	40,565.02	43,708.49	38,095.00
430 · Printing and Reproduction	177.17		0.00
450 · Copy Machine Costs			
451 · Copy Machine Rental	3,050.97	3,107.76	2,900.00
452 · Copy Paper	352.29	762.82	800.00
453 · Ink Supplies	179.92	178.56	200.00
454 · Copy Machine Maintenance	<u>1,140.02</u>	<u>1,624.87</u>	<u>1,750.00</u>
Total 450 · Copy Machine Costs	4,723.20	5,674.01	5,650.00
460 · RSC Donation	83,064.24	0.00	0.00
470 · Web Site			
471 · Website Hosting	1,487.12	480.00	650.00
472 · Website Development	5,948.75	431.25	500.00
473 · Website Maintenance	<u>190.00</u>	<u>88.00</u>	<u>500.00</u>
Total 470 · Web Site	7,625.87	999.25	1,650.00
500 · Sales Tax Expense	30.36	0.00	0.00
520 · Advertising	<u>0.00</u>	<u>0.00</u>	<u>375.00</u>
Total Expense	<u>314,401.98</u>	<u>227,236.16</u>	<u>228,038.88</u>
Net Ordinary Income	14,974.46	-33,186.12	2,561.71
Other Income/Expense			
Other Income			

998 · NCCNA Reimbursed Expenses	
998.2 · NCCNA Equipment Purchases	2,155.13
998.4 · NCCNA Operational Expense	<u>4,497.06</u>
Total 998 · NCCNA Reimbursed Expenses	<u><u>6,652.19</u></u>
Total Other Income	6,652.19
Other Expense	
997 · NCRSC Reimbursable Expense	
997.4 · NCRSC Operational Expense	<u>0.00</u>
Total 997 · NCRSC Reimbursable Expense	0.00
999 · NCCNA Reimbursable Expense	
999.2 · NCCNA Equipment Purchases	2,135.75
999.4 · NCCNA Operational Expense	<u>4,497.06</u>
Total 999 · NCCNA Reimbursable Expense	<u><u>6,632.81</u></u>
Total Other Expense	<u><u>6,632.81</u></u>
Net Other Income	<u><u>19.38</u></u>
Net Income	<u><u>-33,041.51</u></u>

NCRSO INC. COMBINED BALANCE SHEET

ASSETS	6/30/2009	6/30/2010
Current Assets		
NCRSO General Checking Account – Bank of the West	\$27,538.19	\$15,189.81
NCRSO Payroll Account – Bank of the West	(\$1,169.96)	(\$2,521.41)
NCRSO CD – Bank of the West	\$12,117.10	\$12,156.49
NCRSO Office Checking Account – Bank of the West	\$245.35	\$500.00
NCRSO Office Operations – Petty Cash	\$285.80	\$45.80
NCRSC Checking Account 8599 – Wells Fargo	\$2,243.35	\$2,700.36
NCRSC Checking Account 5256 - Wells Fargo	\$24,333.68	\$21,675.68
NCCNA Convention Account – Bank of the West	\$12,265.70	\$658.24
NCCNA Convention Account #2 – Bank of the West	\$3,727.66	\$4,130.42
NCCNA Money Market Account – Bank of the West	\$30,640.06	\$114,411.06
Total Checking/CDs/Money Market Accounts	\$112,226.93	\$168,946.45
Other Current Assets		
Accounts Receivable	\$29,992.38	\$27,388.47
Future NCCNA Deposits	\$7,645.00	\$7,645.00
NCRSO Inventory	\$94,315.94	\$75,117.48
Undeposited Funds	\$5,348.68	\$10,030.67
Total Other Current Assets	\$137,302.00	\$120,181.62
Total Current Assets	\$249,528.93	\$289,128.07
Fixed Assets		
Furniture and Equipment	\$24,130.00	\$26,266.00
Accumulated Depreciation	(\$7,563.00)	(\$14,581.00)
Total Fixed Assets	\$16,567.00	\$11,685.00
TOTAL ASSETS	\$266,095.93	\$300,813.07
LIABILITIES AND EQUITY		
LIABILITIES		
Federal Payroll Tax Payable	\$0	\$0
State Payroll Tax Payable	\$0	\$0
Sales Tax Payable	\$1,503.29	\$739.77
Accounts Payable	\$36,438.18	\$37,082.34
TOTAL LIABILITIES	\$37,941	\$37,822.11
EQUITY		
Opening Balance Equity	\$180,978.56	\$180,978.56
Retained Earnings	\$8,575.88	\$59,457.82
Capital	(\$12,281.92)	\$123.91
Net Income	\$50,881.94	\$22,430.67
TOTAL EQUITY	\$228,154.46	\$262,990.96
TOTAL LIABILITIES AND EQUITY	\$266,095.93	\$300,813.07

INSURANCE POLICIES AND CLAIMS - 2009-2010

We have 3 insurance policies to serve the needs of fellowship and the NCRSO.

1. General Liability Package:

- This covers the inventory, office equipment and all merchandise stored at the RSO.
- This policy also covers General Liability and Professional Liability.
- This policy covers meetings of NA for events with attendance of less than 900.
- Events over 900 needs to be submitted to the carrier through the agent.
- Likewise, any unity days should be submitted to the carrier through the agent.

2. Directors & Officers Liability Insurance:

- This protects your elected members (directors/officers), (including their spouses) of the RSO in case of lawsuits.

3. Workers Compensation:

- This covers our special workers at the RSO in case of injury

No insurance claims were paid-out in the 2009-2010 fiscal year.

Insurance Policy Challenges and Changes:

As awareness of insurance issues has increased, the requests for insurance certificates and additional insured certificates have increased dramatically over the past few years. While the board welcomes the fellowship's awareness, the ability to manage this increase has been challenging. The amount of time required by the office manager to process these requests has increased as well. Due to this time requirement, the board voted in 2008 to increase the fees charged to the fellowship. The fees are still minimal, only costing the fellowship substantially more if they neglect to submit their requests in a timely fashion.

*If the facility wants to be **named** on the Proof of Insurance document, a "Request for Certificate" document must be completed and **submitted 30 days in advance** to the RSO along with payment of \$20.00. (Copy enclosed in this packet)*

All special events must complete the "Special Event Questionnaire" and pay a fee of \$25, even if the facility does not need to be named on the Proof of Insurance document. (Copy enclosed in this packet)

Any requests that are received less than 30 days before the event will be charged an expediting fee of \$25.00. Any requests that are received less than 15 days before the event will be charged an expediting fee of \$50.00. These expediting fees do not include the \$20.00 "Request for Certificate" fees or the \$25 special event fees.

The insurance director, along with the office manager, established a process to track additional insured certificates. This process makes it easier to establish which certificates require renewal and who the contact person is for the related meeting or event. While this process has helped, it's still up to the local meetings or areas to make sure the certificates are getting renewed when necessary. The RSO has no way of knowing whether a specific meeting or event is still taking place.

LETTER FROM NCCNA XXXIII CHAIR



NCCNA had a successful event in April 2010 at NCCNA XXXII in Santa Clara in both increased registrations and in achieving an amazing celebration of recovery. NCCNA is pleased to have the ability to once again pass funds to carry the message to the still suffering addicts through regional and world services.

In determining what contributing factors were successful this year than in the previous year it appears that the 20% increase in registrants bringing the previous 48 % to 68% of all attendees that registered was one of the most notable. In efforts to increase registrations the NCCNA XXXII committee proposed requiring all non-ticketed events to be registered with badges. In order for NCCNA to continue to generate a profit, NCCNA is again proposing a badge requirement to attend all non-ticketed events. This does not include meetings but in the coming years NCCNA may be forced to require badged entry into the Main Speaker Meeting on Saturday Night in an effort to compensate the \$20,000.00 cost which includes Saturday Night's Space rent, Audio Services, Camera Equipment and other Center related facility fees to house 8,000-9,000 addicts. One of the contributing factors to the NCCNA XXXI reduced net profit was largely due to the City of San Jose requirement to utilize union laborers. In an effort to reduce costs associated with the convention, the NCCNA XXXIII committee is working to manage the space negotiations and labor negotiations in the current year for NCCNA XXXIV. In an effort to reduce these costs, we are considering space use, increased utilization of laborers, and possibly reducing some of the under-utilized events. It is our hope to continue the highly acclaimed tradition of being one of the largest contributors to the world service office. NCCNA XXXIII will be retaining \$27,273.21 of the total net proceeds for NCCNA XXXII, which was \$ 59,259.44, to increase the operating reserve to \$100,000.00.

In April, we held our closing meeting for our 2010 event followed by our opening meeting for NCCNA XXXIII. 17 members were seated out of 21 seats, 12 of which had prior NCCNA experience. We elected administrative members, made the appointments necessary to ensure all functions were covered and then we began preparing for NCCNA XXXIII. The NCCNA committee meets on the 3rd Saturday of every month and has been lasting an average of 6 to 8 hours this cycle. Our subcommittees also meet monthly, and workgroups meet monthly as well. All the volunteers it takes to pull off one of the largest annual convention of NA are paramount to the success of the Convention.

NCCNA XXXIII is working to put on a convention that promotes the celebration of recovery as well as increasing registrations, marketing merchandise and supplying the fellowship with a clear NA message to further the recovery to all that attend the Northern California Regional Convention.

NCCNA has a history of making substantial impact to the addict that still suffers; it is our goal to maintain the spiritually based service that is the foundation of that tradition.

Michelle Simmons
NCCNA XXXIII Chair

NCCNA XXXII BUDGET TO ACTUAL

	Category	Budget	Actual
Income			
	Pre-Registration	\$ 7,500.00	\$ 8,025.00
	Online Pre-Registration	\$ 28,000.00	\$ 30,250.00
	Registration (Onsite)	\$ 63,000.00	\$ 68,670.94
	Merchandise (Includes Pre-Reg Merch)	\$ 78,500.00	\$ 78,366.00
	Entertainment	\$ 68,500.00	\$ 52,295.00
	Other	\$ 38,100.00	\$ 48,431.35
	Total	\$ 283,600.00	\$286,038.29
Expense			
	Arts & Graphics	\$ 22,825.00	\$ 15,398.83
	Entertainment	\$ 56,600.00	\$ 40,327.18
	Executive	\$ 69,150.00	\$ 64,408.75
	Host	\$ 24,150.00	\$ 21,128.45
	Merchandise (Includes Pre-Reg Merch)	\$ 79,350.00	\$ 66,337.14
	Program	\$ 19,180.00	\$ 14,290.42
	Registration	\$ 6,750.00	\$ 4,888.08
	Total	\$278,005.00	\$226,778.85
Profit/Loss			
	Total Income	\$283,600.00	\$286,038.29
	Total Expenses	\$278,005.00	\$226,778.85
	Adjustment		
	Net	\$ 7,695	\$ 59,259.44

NCCNA XXXIII BUDGET

	Category	Budget
Income		
	Pre-Registration	\$ 6,000.00
	Online Pre-Registration	\$ 31,000.00
	Registration (Onsite)	\$ 66,000.00
	Merchandise(Includes Pre-Reg Merch)	\$ 75,000.00
	Entertainment	\$ 41,620.00
	Other	\$ 43,300.00
	Total	\$262,920.00
Expense		
	Arts & Graphics	\$ 20,800.00
	Entertainment	\$ 46,270.00
	Executive	\$ 68,700.00
	Host	\$ 30,050.00
	Merchandise	\$ 78,685.00
	Program	\$ 15,630.00
	Registration	\$ 5,200.00
	Total	\$262,835.00
Profit/Loss		
	Total Income	\$262,920.00
	Total Expenses	\$262,835.00
	Net	\$ 85.00

LETTER FROM NCRSC CHAIR

To the Fellowship of the Northern California Region of NA,

It is with a great deal of enthusiasm and honor that I step up to the opportunity to serve again at the RSC. The catalysts for this opportunity are neither pleasant nor comfortable but are indeed a reality in our organization. We have faced the relapse of our newly elected RSC Chairperson and I have been afforded the opportunity to lead a spectacular group people as a result of that Unfortunate Reality.

All of our RSC Admin positions are full at this time and we are working together like a well oiled machine to address the needs of the Region as a whole and to server member Areas. There are many changes ahead of us in the Admin committee, soon to be called FST (Fellowship Services Team) and we are digging in.

We continue to pursue the results of the previous year's inventory and have implemented many of the suggested changes. NA 101 has been successfully presented on four occasions to date. H & I and PR Coordinator models are fully in place even though the FST Guidelines, when implemented, will alter the names slightly. The Regional Resource Pool and Regional Nominations Panel Coordinator positions will be rolled out in the near future. The adoption of the FST Guidelines has not only created a significant workload but has provided a great deal of hope and excitement for the new changes. Small Group Discussions continue to flourish while the Bimonthly RSC is a thing of the past, already. The RSC action plan has become a cornerstone of our Fellowship Services delivery mechanisms. Project Proposal Forms have not had enough use at this point to provide any accurate indicator of the future but Travel request Process is has become well-documented and we are starting to practice on an ongoing basis that procedure.

These changes, coupled with our ever-growing Regional Convention, are sure to offer many new challenges in the coming year. It is truly an exciting time to be a member of Narcotics Anonymous in Northern California.

In Service,

James (Jimmy Lee) Provance
NCRSC Chair

NCRSC 2009-2010
AREA/GROUP/REGIONAL DONATIONS

Northern California Area Donations	
American River	\$7,685.84
Contra Costa	\$1,961.22
East Bay Central	\$2,000.00
East Bay North	\$1,662.16
Greater San Jose	\$10,096.03
Humboldt/Del Norte	\$0.00
Lake	\$900.00
Marin	\$1,650.00
Mendocino	\$1,720.40
Mission Peak	\$4,603.11
Monterey	\$3,035.24
Napa Solano	\$848.59
916 North	\$1,030.82
Peninsula	\$500.00
River Cities	\$657.91
Sacramento	\$3,661.76
San Francisco	\$450.00
Santa Cruz	\$5,478.07
Shasta	\$100.00
Sierra Foothills	\$835.56
Sonoma	\$3194.22
Total Area Donations	\$52,070.93
Other Donations/Income	\$1,427.10
Group Donations	\$2,931.64
Regional Donations (NCCNA)	\$0.00
Total Other Donations	\$4,358.74
Total All Donations	\$56,429.67
<i>Donations from NCRSC to NAWS</i>	\$ 6,694.38

NCRSC BUDGET TO ACTUAL 2009-2010

<u>ACCT #</u>	<u>CATEGORY</u>	<u>09-10 Budget</u>	<u>09-10 Actual</u>
1000	ADMINISTRATIVE COSTS		
1010	Telephone	750.00	713.00
1020	Mailing & Supplies	300.00	181.94
1030	Administrative Service Tools	200.00	91.97
1040	Copies	1500.00	152.64
1050	Rent	19,600.00	19,157.19
1060	Travel	10,000.00	8,724.43
1070	Equipment	300.00	0.00
1080	Traveling RSC Expenses	0.00	5758.76
1090	Banking Fees	0.00	108.00
	TOTAL ADMINISTRATIVE	\$32,650.00	\$ 34,887.93
2000	ROUTINE FELLOWSHIP SUPPORT		
2010	Institutional Literature Fund	1000.00	542.77
2020	Professional Events	600.00	287.36
2030	ASC Emergency Fund	200.00	0.00
2040	Assemblies/CAR/NA 101-Rent	1500.00	1,350.10
2050	Assemblies/CAR/NA 101-Supplies	600.00	471.62
2060	Assemblies/CAR/NA 101-Reports/Service Tools	1,200.00	1000.00
2070	Assemblies/CAR/NA 101-Refreshements	700.00	600.00
2080	Regional Insurance Policy	14,000.00	13,244.40
	TOTAL ROUTINE SUPPORT	\$19,800.00	\$ 17,496.25
3000	Zonal & WSC Travel Activities		
3010	World Service Conference- Up to 2 people	2,200.00	2684.90
3020	Western States Zonal Forum- Up to 2 people	1,600.00	776.85
3030	Host Western States Zonal Forum	0.00	0.00
3040	World -wide Workshop	0.00	0.00
3050	Western Service Learning Days- Up to 4 people	2000.00	1238.45
	TOTAL ZONAL & WSC	\$ 5,800.00	\$ 4,700.20
	Total Fixed Expense	\$58,250.00	\$ 57,084.38
9000	NAWS Donation		\$ 6,694.38
	Total Income		\$ 62,665.69

	Total Expense		\$ 66,452.95
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<u>ACCT #</u>	<u>CATEGORY</u>	<u>09-10 Budget</u>	<u>09-10 Actual</u>
	DISCRETIONARY EXPENSES		
	Funds Withheld For Discretionary Spending (=20% of monthly Spending)		
5000	NCRSC FELLOWSHIP DEVELOPMENT		
5010	FD Travel		\$1,414.77
5020	FD Copies & Supplies		\$266.83
5030	FD Service Tools		\$0.00
	TOTAL	0.00	\$ 1,681.60
6000	NCRSC PROJECT WORKGROUPS		
6010	Fellowship Services Team	1500.00	992.36
6010.1	F.S.T. Travel		0.00
6010.2	F.S.T. Copies & Supplies		0.00
6010.3	F.S.T. Rent		0.00
6020	Regional Nominations Pool		
6020.1	Travel		36.40
6020.2	Copies & Supplies		0.00
6020.3	Rent		0.00
6030	NA 101	1620.00	346.63
6030.1	NA 101 Travel		275.48
6030.2	NA 101 Copies & Supplies		17.53
6030.3	NA 101 Rent		53.62
6040	Fire Camp Workgroup	0.00	477.26
6040.1	Travel		195.30
6040.2	Copies & Supplies		281.96
6040.3	Rent		0.00
	TOTAL PROJECT WORKGROUPS	\$3,120.00	\$ 860.29

2009-2010 Approved NCRSC Budget

<u>ACCT #</u>	<u>CATEGORY</u>	<u>AMOUNT</u>
1000	ADMINISTRATIVE COSTS	
1010	Telephone	\$ 550.00
1020	Mailing & Supplies	\$ 350.00
1030	Administrative Service Tools	\$ 100.00
1040	Copies	\$ 400.00
1050	Rent	\$ 21,000.00
1060	Travel	\$ 13,000.00
1060.1	Admin Mileage	
1060.2	Admin Hotel	
1060.3	RCM Mileage	
1060.4	RCM Hotel	
1060.5	H&I Mileage	
1060.6	H&I Hotel	
1060.7	PR Mileage	
1060.8	PR Hotel	
1070	Equipment and Software	\$ 350.00
1080	Traveling RSC Expenses	
1090	Bank Fees	\$ 150.00
TBD	Regional Nominations Panel	\$ 400.00
TBD.1	Mileage	
TBD.2	Hotel	
TBD.3	Supplies	
	TOTAL ADMINISTRATIVE	\$ 36,300.00
2000	ROUTINE FELLOWSHIP SUPPORT	
2010	Institutional Literature Fund	\$ 800.00
2020	Professional Events	\$ 900.00
2030	ASC Emergency Fund	\$ 200.00
2040	Assemblies/CAR/NA 101	\$ 2,700.00
2050	Fellowship Support	\$ 1800.00

2060	Assemblies/CAR/NA 101-Reports/Service Tools	\$ 0.00
2070	Assemblies/CAR/NA 101-Refreshments	\$ 0.00
2080	Regional Insurance Policy	\$ 14,500.00
	TOTAL ROUTINE SUPPORT	\$ 20,900.00
3000	Zonal & WSC Travel Activities	
3010	World Service Conference- Up to 2 people	\$
3020	Western States Zonal Forum- Up to 2 people	\$ 1,400.00
3030	Host Western States Zonal Forum	\$ -
3040	World -wide Workshop	\$ 550.00
3050	Western Service Learning Days- Up to 4 people	\$ 1,600.00
	TOTAL ZONAL & WSC	\$ 3,550.00
	Total Expenses	\$ 57,650.00
9000	NAWS Donation	\$ 1,200.00
	Estimated Income	\$ 58,850.00
	Expenses	\$ 58,850.00
	Monthly Operating Reserve	\$ 4,905.00
	Monthly Prudent Reserve	\$ 4,905.00
	Monthly Pre-Paid Expense Withholding By Motion	\$ 1,880.00
	Payments To Pre-Paid Expense Account	
	Transfers From Pre-Paid Expense Account	
	DISCRETIONARY EXPENSES	
	Funds Witheld For Discretionary Spending (20%monthly Spending)	
5000	NCRSC FELLOWSHIP DEVELOPMENT	
5010	FD Travel	
5020	FD Copies & Supplies	
5030	FD Service Tools	
	TOTAL	
6000	NCRSC PROJECT WORKGROUPS	
6010	Fellowship Services Team	
6010.1	F.S.T. Mileage	

6010.2	F.S.T. Hotel	
6010.3	F.S.T. Copies & Supplies	
6010.4	F.S.T. Rent	
6020	Regional Nominations Panel	
6020.1	R.N.P. Mileage	
6020.2	R.N.P. Hotel	
6020.3	Copies & Supplies	
6020.4	Rent	
6030	NA 101	
6030.1	NA 101 Travel	
6030.2	NA 101Hotel	
6030.3	NA 101 Copies & Supplies	
6030.4	NA 101 Rent	
6040	Fire Camp Workgroup	
6040.1	Travel	
6040.2	Hotel	
6040.3	Copies & Supplies	
6040.4	Rent	
	TOTAL PROJECT WORKGROUPS	
	PRE-PAID EXPENSES	
1080	Traveling RSC	
3010	World Service Conference	
3020	Western States Zonal Forum	
2080	Insurance	
3050	Western Service Learning Day	
	TOTAL PRE-PAID EXPENSES	
	Monthly Pre-Paid Expense Deposit	