



**Northern California Convention of Narcotics  
Anonymous**

# NCCNA HANDBOOK

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## **Preface**

The material in this Handbook is an accumulation of experience, strength and hope from past Northern California Conventions. In the evolution of the Northern California Convention from its beginning in San Jose in 1978, with approximately three hundred members in attendance, to present day conventions with thousands of members, we have learned much and come far. In the beginning, responsibility for putting on our convention rested with the Area in which the convention took place. In today's convention process the responsibility lies with the NCRSC, the NCRSO Inc., the NCCNA Committee and Areas of our region.

This handbook has been written as a guideline for Narcotics Anonymous members, the NCCNA Committee and those Areas that will be participating in the Northern California Convention of Narcotics Anonymous. This is a working document in progress. Changes can be submitted monthly at the NCCNA meetings during open forum, and must be approved by the NCCNA committee.

## **Northern California Regional Service Committee (NCRSC)**

The Northern California Regional Service Committee (NCRSC) is a service committee, as described in our 9th Tradition, directly responsible to those it serves. The NCRSC serves all members, groups and areas within the Northern California Region of Narcotics Anonymous. Our fellowship has directed the NCRSC to put on a yearly celebration of recovery called the Northern California Convention of Narcotics Anonymous. In the beginning this was a simple task for the NCRSC to fulfill. All that was involved was to rent a hall, get a few speakers and enough chairs for a couple of hundred members.

As our fellowship grew, the task was not that simple. The NCRSC faced many problems, both spiritual and financial, in holding the annual convention. At times the entire monthly NCRSC meeting was taken up by the convention. Important issues concerning members, groups and areas were being left unattended at the NCRSC meeting. To ensure the NCRSC would have the time and ability to serve its fellowship the Northern California Convention service structure was instituted.

Two fundamental issues had to be addressed, the spiritual growth of the convention and the issue of financial accountability to the fellowship as well as to state, federal, and local government agencies. To address the issue of the spiritual growth of the convention the NCRSC created the Northern California Convention of Narcotics Anonymous subcommittee (NCCNA), which is directly accountable to our fellowship through the NCRSC. The NCRSC also began researching legal problems, sending representatives to workshops put on by the World Service Office and hiring a lawyer to help with the legal aspects of putting on a convention. After hundreds of hours and thousands of dollars were spent by the NCRSC in researching state and federal laws, it became clear that we faced a major problem. While our traditions serve us well in Narcotics Anonymous, they mean nothing to the world outside of NA. In fact, in some cases they are in direct conflict with state and federal laws, in regards to legal responsibilities and financial accountability. Two examples of this problem are "personal anonymity" and our 9th Tradition, which states, "NA, as such, ought never

be organized, but we may create service boards or committees directly responsible to those they serve.” State and federal laws expect some person or persons to be in charge if you want legal and financial protection for your group or organization. For this reason, the Northern California Regional Service Office, Incorporated was formed.

After several years of convention experience, it became apparent there was a need to focus on the administrative policies of the convention. For that reason, the Northern California Regional Convention Administrative Committee (NCRCAC) was formed and was made directly responsible to the NCRSC.

The relationships between the NCRSC, NCRSO, Inc., NCRCAC, Area Service Committees within the Northern California Region and the different NCCNA Committees have changed over time. As a result, much NCCNA experience and training was lost and mistakes were easily repeated.

Another area of concern was that there were two separate Committees, the NCRCAC and the NCCNA. Both operated separately on some matters and together on others, with each being responsible for the convention’s success. In addition, there were problems of accountability and responsibility. For example, Subcommittee officers were elected within their respective Area Service Committees; however, they were responsible to a Regional Subcommittee.

As a result of our hard-won experience the current structure of the convention embraces four ideas:

- The NCCNA committee is responsible for putting on an annual convention. With the exception of the NCRSC and NCRSO, Inc. representatives, will be qualified by the NCRSC, elected by the NCCNA committee.
- Area involvement in the convention will be encouraged.
- Experience and training will be passed on from year to year.
- The convention will operate under a single committee.

By creating a service structure responsible for putting on a yearly celebration of recovery, the NCRSC is fulfilling a task assigned to it by the Northern California Regional Service Committee of Narcotics Anonymous. The information in this Handbook further explains the convention structure, which through trial and error has evolved over the years, but always with the understanding that the will of a loving God will find expression in the final outcome.

## **Northern California Convention of Narcotics Anonymous (NCCNA)**

The NCCNA Committee is a subcommittee of the NCRSC, made up of twenty-four (24) voting members and a non-voting Chairperson, for a total of twenty-five (25) members. At the first meeting after the convention, the new NCCNA Committee will elect its Chairperson, Vice-Chairperson, Secretary and Treasurer. The Chairperson and Vice-Chairperson must then be confirmed at the next NCRSC meeting. The NCCNA Chairperson will appoint all other positions on the NCCNA Committee.

- Chairperson (elected by NCCNA and confirmed by the RSC) (non-voting)
- Vice-Chairperson (elected by NCCNA and confirmed by the RSC) (1)

- Secretary (elected by NCCNA) (1)
- Treasurer (elected by NCCNA) (1)
- Assistant Treasurer (appointed by NCCNA Chairperson) (1)
- Contracts Negotiator and Assistant (appointed by NCCNA Chairperson) (2)
- Merchandise Coordinator & Assistant (appointed by NCCNA Chairperson) (2)
- Entertainment Coordinator & Assistant (appointed by NCCNA Chairperson) (2)
- Arts & Graphics Coordinator & Assistant (appointed by NCCNA Chairperson) (2)
- Program Subcommittee Chairperson (appointed by NCCNA Chairperson) (1)
- Program Subcommittee Vice-Chairperson (nominated by area, confirmed by RSC) (1)
- Program Advisor (appointed by NCCNA Chairperson) (1)
- Host Chairperson & Vice-Chairperson (nominated by area, confirmed by RSC) (2)
- Host Advisor (appointed by NCCNA Chairperson) (1)
- Registration Chairperson & Vice-Chairperson (nominated by area, confirmed by RSC) (2)
- Registration Advisor (appointed by NCCNA Chairperson) (1)
- Member at large (appointed by NCCNA Chairperson) (1)
- Board of Directors Representative. (Appointed by the RSO Board of Directors) (1)
- RSC Representative. (Appointed by the RSC) (1)

All members of NCCNA will be qualified for seating by the RSC and seated by appointment or election at the NCCNA committee:

- Terms of service will last for two complete convention cycles.
- NCCNA members may serve two consecutive two year terms (4 years).
- After completing one term as an NCCNA subcommittee Chairperson or Vice-Chairperson a member may run for two terms as a regular NCCNA member (5 years).
- After being confirmed at the RSC, candidates will present themselves at the next NCCNA meeting where they may or may not be seated by the NCCNA Committee. Any candidate not seated at that time will be placed into the NCCNA pool. Candidates will remain in the pool for the remainder of the current convention cycle and may be considered for positions, should the need arise.

- Any member seated seven (7) months into a convention cycle or later, will complete the current convention cycle and two more convention cycles.

The NCCNA Committee is entrusted by the NCRSC to make decisions, and establish procedures, as necessary, for the administration of NCCNA. The NCCNA Committee will have three subcommittees Host, Program and Registration:

- These three Subcommittees serve for the current year's convention cycle.
- The NCCNA Chairperson will assign an Advisor to each Subcommittee.
- The NCCNA Advisor will work with the Subcommittee for the current convention cycle.
- Each NCCNA Subcommittee will have a Chairperson and Vice-Chairperson who will be elected at an organizational meeting, except in the case of the Program Subcommittee, who's Chairperson will be an appointed member of NCCNA.
- In the event the subcommittee is awarded to multiple Areas, each Area Service Committee will elect two representatives and the subcommittee will elect a Chairperson and Vice-Chairperson from those representatives (except the Program Subcommittee Chairperson).
- All officers of a subcommittee must be from the Area or Areas to which the bid is awarded (except the Program Subcommittee Chairperson).
- The Chairperson and Vice-Chairperson of a subcommittee will attend all NCCNA meetings for the purposes of interfacing with other subcommittees, staying current with the policies and decisions of the NCCNA committee, and to gain overall convention experience.
- Once a subcommittee is formed it is no longer accountable to its Area, and becomes an NCCNA Subcommittee.

## **Northern California Regional Service Office, Inc. (NCRSO)**

The NCRSO, Inc. is a nonprofit corporation, created by the NCRSC to act as the fiduciary and financial trustee for the NCRSC and the Northern California Fellowship of Narcotics Anonymous. Through its role as fiduciary agent to the NCRSC, the NCRSO, Inc. is entrusted with a number of specific responsibilities. One of these is to control the fiscal management of the annual Northern California Convention of Narcotics Anonymous. In order to fulfill its responsibilities, the NCRSO, Inc. maintains a close and well-defined relationship with the NCCNA Committee.

The NCCNA Committee presents financial proposals to the NCRSO, Inc. for review and approval. Items brought to the NCRSO, Inc. for approval are:

- A budget for the current convention (broken down by administrative committee and Sub-committee).
- All requests for non-budgeted items (income and expense related).

- Any proposal that may directly or indirectly impact the financial integrity of the present or future conventions.
- The NCRSO, Inc., in conjunction with the NCCNA Committee, maintains the convention checking accounts; into which all convention income is deposited.
- All expenses incurred by the NCCNA Committee are paid from these accounts.
- All checks will require the signature of an authorized NCCNA member and an authorized NCRSO, Inc. board member.
- All non-budgeted expenses above \$1000 require approval of the NCRSO, Inc. Board of Directors.

For the purpose of accountability, the NCRSO, Inc. requires all reimbursements and expenses to be accompanied by receipts. To facilitate communication between the NCCNA Committee and the NCRSO, Inc., the NCRSO, Inc. selects a representative to sit as a voting member on the NCCNA Committee. In turn, the NCCNA Committee is represented at the monthly NCRSO, Inc. meeting, either through its Chairperson, or Vice-Chairperson. Upon request, the NCCNA and NCRSO, Inc. Treasurers make themselves available to both committees.

## **Northern California Area Responsibilities**

The Northern California Convention of Narcotics Anonymous (NCCNA) committee functions with the support of the Areas within its Region. Each year the NCCNA Committee selects its Subcommittees, from these Areas, for the following year. NCCNA selects its subcommittees through a bidding process. In order for the Areas to be eligible to form a Subcommittee, the area must first submit a bid to NCCNA:

- This bid must be in writing, and reflect the group conscience of the Area Service Committee (ASC) and be signed by the Area Chairperson or Vice-Chairperson.
- Area Service Committees that submit bids assume responsibility for the initial formation of the subcommittee should their Area be selected.
- Once a Subcommittee has been formed, it becomes an active participant of the NCCNA committee, and is no longer accountable to its Area Service Committee.
- NCCNA will give priority in the Host Subcommittee bidding process to the Area or adjacent Areas to which the convention is held.
- If the convention occurs in the same Area for two or more consecutive years, NCCNA will request bids from adjacent Areas, to serve as the Host Subcommittee for the second year.
- The Host Subcommittee is strongly encouraged to solicit the support and involvement of neighboring Areas.
- Multi-Area bids for the Host Subcommittee will be considered.



## **Subcommittee Bidding Instructions**

Areas wishing to sponsor an NCCNA subcommittee must submit a written bid, signed by the ASC Chairperson to NCCNA.

- No Area may sponsor the same subcommittee for two consecutive years. Multi-Area bids will be considered and are encouraged.
- An Area's bid letter should be approved by a group conscience of its ASC.
- Bid letters should contain the name and telephone number of a contact person, within the bidding Area.
- After careful consideration of all relevant information, NCCNA will select the subcommittees for its future convention one hundred and twenty days prior to its current convention.
- Priority will be given to those Areas, which have not recently served as an NCCNA Subcommittee.
- The Areas contact persons will be immediately notified of these selections and the selections will be formally announced at the current convention, during the Saturday Night Main Speaker Meeting.

## **General Subcommittee Procedures**

Upon notification of its selection as a subcommittee, an Area should inform its fellowship of its selection and establish a date, time and place for an organizational meeting:

- This organizational meeting should be facilitated by the Area Chairperson or Vice-Chairperson and be held at least one month prior to the current convention.
- Members attending the organizational meeting are considered voting participants. Thereafter, attendance at two consecutive Subcommittee meetings is required to become a voting participant.
- The subcommittee Chairpersons and Vice-Chairpersons (except the Program Subcommittee, Chairperson) will be elected at this organizational meeting and conduct all business after their election.
- Subcommittee Chairpersons and Vice-Chairpersons must have a minimum three years continuous clean time, as well as the ability and resources to carry out their responsibilities.
- Newly elected Subcommittee Chairpersons and Vice-Chairpersons will be confirmed via the NCRSC qualification process.
- Newly elected Subcommittee Chairpersons and Vice-Chairpersons should attend the NCCNA meeting one month prior to the convention, and if possible attend the current NCCNA convention so that they may gain experience from their current, respective subcommittees.

## **General Subcommittee Responsibilities**

- Fulfill all responsibilities as set forth in this handbook, and the NCCNA guidelines.
- Chairpersons and Vice-Chairpersons will represent their subcommittees at the monthly NCCNA meeting.
- The first meeting of the future NCCNA Convention Committee will be the monthly NCCNA meeting after the current convention.
- Hold regularly scheduled meetings (at least once per month).
- Subcommittee meetings should be held before the monthly NCCNA meeting, and not after.
- In consideration of the travel requirements of the NCCNA subcommittee advisors, subcommittee meetings should, whenever possible, be held on Friday evenings, Saturdays or Sundays.
- Subcommittee meetings shall be conducted in accordance with the Twelve Traditions and the Twelve Concepts for NA Service.
- Meeting procedures require a written agenda, membership phone lists and recorded minutes.
- If a voting participant misses two consecutive meetings, the member loses the right to vote and must attend two consecutive meetings to become reestablished as a voting participant. Any member of the fellowship may become a voting participant.
- Adhere to the timelines set forth in appendix A of this handbook.
- Submit written reports to the NCCNA Committee at each regular NCCNA meeting.
- The report should include a summary of progress made since the last NCCNA Committee meeting, and a current timeline with status notations, as well as anticipated needs, problems or questions.
- Subcommittees must adhere to the following procedures for the disbursement of funds:
  - All requests for reimbursement must include a receipt (except mileage) and a completed NCCNA reimbursement claim form.
  - Reimbursement checks from NCCNA will only be made to the subcommittee Chairperson or Vice-Chairperson and cannot be issued to individual subcommittee members.
  - All requests for reimbursement must represent a pre-approved budget item or authorization through the motion process.
- With the exception of entertainers, three sources (bids) should be considered for all goods and services.

Members of the NCCNA Committee, and its subcommittees perform duties in the spirit of service and at no time will any member of these committees be reimbursed for labor or services rendered unless there is a service contract in place. The development of a proposed budget is one of the most important responsibilities of every subcommittee. Developing a budget will be dealt with in the next section of this handbook.

The subcommittees of the NCCNA committee work together to put on a successful convention. Cooperation, communication, and consideration are key to making the convention successful. All members are encouraged to establish and maintain effective lines of communication within and outside of the NCCNA committee.

Failure of an NCCNA subcommittee to fulfill its responsibilities may result in the NCCNA committee assuming direct control of that subcommittee.

- In the event that the NCCNA committee finds it necessary to assume direct control of a subcommittee, that subcommittee may present a plan explaining how it will return to compliance with the NCCNA guidelines, handbook and timelines.
- If it is determined that the subcommittees performance has returned to the standards set by the NCCNA committee control may be returned to the subcommittee.
- Subcommittee are vital to the convention and individuals should expect to be replaced if for any reason they are unable to fulfill their responsibilities.

## **Budget**

The importance of preparing a budget for the convention needs to be emphasized. A budget is the financial planning and organizational tool designed to assist members in defining and carrying out their responsibilities. Each subcommittee, as well as the NCCNA committee as a whole, will meet in the first month of the next convention cycle to prepare a preliminary budget for the next convention. Some sources of information that should be used to form the budget are as follows:

- Budgets of the previous three years.
- Experiences of past and present committee members, NCRSO, Inc., members, and NCRSC members.
- If a subcommittee wishes to include a new budget item for which past records are not available estimates should be obtained and submitted, for the items or services.

Once an overall NCCNA budget has been approved it is then reviewed by the NCRSO, Inc., whose job it is to protect the financial integrity of the convention.

After being approved by the NCRSO, Inc., the budget is returned to the NCCNA Committee treasurer. In order to maintain sound financial management, each month, the NCCNA Committee Treasurer provides a written budget report to the NCCNA committee, which tracks expenses paid out to date. A few helpful suggestions in developing a budget are as follows:

- Be prepared to document and explain any proposed expenses that are not of a standard nature, as it is unlikely that new or unusual budget items will be approved without documentation.
- Whenever possible draw on fellowship resources in your area. Find people and vendors who can provide the goods and services that your subcommittee is responsible for providing.
- Budget items can be increased or decreased, if necessary, throughout the year. Any budget item changes will require the approval of the NCCNA committee and the NCRSO, Inc.

The NCCNA Committee and its subcommittees are strongly encouraged to spend less than the budgeted amount, as it is the policy of NCCNA to budget income conservatively and expenses liberally. Appendix B shows typical expenses for the NCCNA Committee and its Subcommittees. These budget items are suggestions only and may not reflect specific conditions or plans for every convention. However, these lists can help subcommittees begin to put a proposed budget together. In addition to these expenses, NCCNA will pay for one half of a hotel room for each NCCNA member and subcommittee Vice-Chairpersons.

## **NCCNA Committee Responsibilities**

### **Arts and Graphics**

Arts and Graphics is an NCCNA committee responsibility and should be assigned to a member who is artistic and energetic. The Arts and Graphics Coordinator is responsible for developing, in a reproducible format committee approved logos, banners, convention programs, pre-registration brochures/postcards, event tickets, subcommittee fliers, and all onsite signage. The Arts & Graphics Coordinator works with each of the Subcommittees to fulfill their signage needs. A variety of designs for each item are presented to the NCCNA Committee in order to provide a choice of selection. It is necessary for the arts and graphics person to coordinate with the Graphic Artist and Printer on the designs for logos brochures/postcards and programs.

### **Merchandise**

Merchandise is an NCCNA Committee responsibility. The person assigned as Merchandise Coordinator should have an understanding of sound business practices and an understanding of the Twelve Traditions, especially as they apply to the sale of NA merchandise. The Merchandise Coordinator is encouraged to form a working group to help with the responsibilities of merchandise:

- The Merchandise Coordinator prepares a purchase order, based on the budget, which includes a list of all items to be sold at the convention, as well as their cost. This purchase order is then submitted to the NCCNA committee for approval. The merchandise list must include a statement of production times and costs.

- Bids from three (3) different vendors should be obtained for all NCCNA merchandise (unless a vendor has been previously retained to a multi-year contract).
- The NCCNA committee is responsible for approving the final merchandise purchase order, with suggested retail pricing. Final approval of retail pricing rests with the NCRSO Inc.
- To ensure that adequate space is allocated for the handling and selling of merchandise at the convention, the Merchandise Coordinator shall work closely with the Host subcommittee.
- To ensure proper accountability for all NCCNA merchandise, and merchandise funds, the Merchandise Coordinator must keep accurate and up to date inventory and financial records.
- The NCCNA committee treasurer should review all financial records and receipts. A final inventory of unsold merchandise is to be provided to the NCCNA committee at the final convention meeting (including wholesale and retail values).

## **Entertainment**

Entertainment for the convention is an NCCNA responsibility. The Entertainment Coordinator is responsible for proposing and organizing a schedule of activities and events for the entertainment of the fellowship during the convention. The Entertainment Coordinator is encouraged to form a working group to help with the responsibilities of Entertainment:

- Activities may include, but are not limited to, dances, member participation games, recovery plays, comedy shows, talent shows, concerts, and golf tournaments.
- All proposed contracts with paid performers, and related services must be signed by the individual or organization being contracted with, and submitted to the NCCNA committee for approval.
- After being finalized by the NCCNA committee Contract Negotiator, all contracts are forwarded to the NCRSO, Inc. for final approval and signature.
- Copies of all signed contracts are to be returned to the NCCNA Committee and the appropriate members and subcommittees.
- The Entertainment Coordinator works with the Host subcommittees to coordinate space requirements and availability.

## **Subcommittee Responsibilities**

### **Host Subcommittee**

The Host Subcommittee has multiple functions:

- Serves as the host for the convention.

- Works with the Contract Negotiator to meet the needs of the NCCNA Committee.
- Provides volunteers to work with Merchandise and Entertainment and meets all other NCCNA Volunteer requirements.
- Upon establishment of the Host Subcommittee, the Host Subcommittee Chairperson, Host Room Assignment Coordinator and Host Advisor will develop a spreadsheet to allocate all room requirements for the convention.
- Works with the NCCNA committee's Contract Negotiator and the Program subcommittee to develop a working plan for the current year's convention. This plan should address banquet, brunches, security, audio/visual, convention space needs, parking, various costs, etc.
- The Host Subcommittee Chairperson must become familiar with the details of all existing convention contracts to avoid unforeseen expenses, such as having to reset ("turn") rooms during the event; as these changes are costly.
- Subject to NCRSO, Inc. approval the Contract Negotiators are the only NCCNA committee members authorized to negotiate agreements with hotels and convention facilities. The Contract Negotiator will be responsible for submitting any required documents to the hotels and/or convention site.
- The Host Subcommittee is responsible for the setting up of a Hospitality Table, where members can find maps of the local area, information on local restaurants, points of interest, public transportation schedules and local NA meeting schedules.
- The Host Subcommittee communicates with the Nar-Anon Fellowship to coordinate their scheduling and space requirements, as well as any other matters of mutual concern. The Fellowship of Nar-Anon often holds meetings and workshops at NA Conventions

## **Program Subcommittee**

The Program Subcommittee is responsible for developing a list of speakers for main, topic, marathon and special interest meetings. Special interest meetings are comprised of meetings where the program subcommittee individually selects speakers and secretaries based specifically on the meeting type and/or subject i.e. Men's/Women's meeting, Young People's Meeting, LGBTQ, Aging in Recovery, and Grief and Loss. All meeting titles, speakers and secretaries are subject to approval by the NCCNA committee and should be done by consensus - not by a single individual's opinion in relation to speakers and secretaries.

Prior to NCCNA committee approval potential Main Meeting should only be asked for their Region/Area, clean date verification, airport they will be flying from if applicable and demographic information so that their CD may be submitted to speak at NCCNA. No further contact should be made until after the initial and following lists of names are approved and the Speaker Evaluation process completed. Confirmations of Region/Area, clean date and additional contact information can be verified again once the above has been completed. No name shall appear in the printed program without approval of the full NCCNA committee.

The basic qualification for meeting participation in the program of the convention are as follows:

**Speakers at the Main Speaker Meetings are required to have:**

- A minimum of ten years' continuous clean time when CD/mp3 is submitted.
- Should not have been a main speaker at NCCNA in the last five years.

**Special interest speakers are required to have:**

- A minimum of three years' continuous clean time by March 1<sup>st</sup>. (with the exception of the men's and women's meetings)
- Has not been a speaker at NCCNA in the last three years.
- Exceptions are for workshop facilitators supplied by the NCRSC, NCRSO, H&I or PR.

**Topic meeting speakers are required to have:**

- A minimum of three-years continuous clean time by March 1<sup>st</sup>.
- Has not been a topic speaker at NCCNA in the last three years.

**Topic meeting secretaries are required to have:**

- A minimum of one-year continuous clean time by March 1<sup>st</sup>.

**Marathon meeting participants are required to have:**

- A minimum of one-year continuous clean time by March 1<sup>st</sup>.

It is also imperative when choosing convention speakers to ensure that the diversity of our fellowship is accurately represented. Diversity can include such things as ethnicity, sexual orientation, age, geographic location, or occupation, to name a few.

Topic meetings/workshops are held to fulfill our fellowship's need to obtain information on specific topics related to NA recovery and services. A topic meeting/workshop speaker at the convention shares her/his personal experiences of recovery in Narcotics Anonymous, as it relates to the topic of the meeting or workshop. Potential speakers and other program participants should be members of the Narcotics Anonymous Fellowship, who base their recovery on their powerlessness over addiction and identify themselves as addicts who attend NA meetings to sustain their recovery.

The program subcommittee uses an area breakdown worksheet where each area is allocated a minimum number of speakers/secretaries based on the area's percentage of meetings in relation to the entire Northern California Region. Per the program subcommittee timeline this area breakdown is presented to NCCNA for approval. The approved area breakdown will be adhered to until the NCCNA meeting on the third Saturday in January when the program subcommittee is then allowed to fill all remaining speaker/secretary positions regardless of area representation.

English and Spanish Main speakers are provided travel expenses, hotel rooms and registration packets for the convention. In order to ensure that the Program subcommittee has adequate funds for securing speakers these financial considerations should be taken into consideration when preparing the Program Subcommittee budget. The Program Subcommittee is encouraged to consider the geographic location of potential main speakers in order to minimize travel expenses. Adhering to the printed convention program and schedule is an important part of the Program subcommittee's responsibilities.

- To minimize the chances of speakers or secretaries not showing up for their meetings it is essential the Program subcommittee maintain contact with speakers and secretaries as the convention draws near.
- Speakers and secretaries should be informed of the proper procedure for checking in at the program table at the convention. Speaker/Secretary check-in instructions should also be noted in the printed NCCNA Convention program.
- Meeting guidelines and other pertinent information for meeting participants will be distributed at the Program subcommittee's check-in table.
- A signed copyright release form shall be obtained from each speaker and secretary at the time of check-in. In the event of a no-show a pool of members should be available from an approved list of select replacements.

## **Registration Subcommittee**

The Registration Subcommittee has two important pre-convention responsibilities. Advertise the convention within the NA Fellowship and work with the NCCNA treasurer on processing pre-convention registrations.

- The primary vehicles for advertising the convention are the distribution of the pre-registration brochures and the NCCNA email list and website.
- The registration subcommittee is responsible for obtaining a Post Office Box and providing the P.O. Box number to the Arts and Graphics coordinator for inclusion in the pre-registration brochure.
- As pre-registration flyers and brochure forms are received in the P.O. Box, the registration subcommittee will key the pertinent data into a computer (a computer will be provided to the registration subcommittee) and generate a confirmation card to be mailed back to the pre-registrant.
- Consistent communication between the Registration Subcommittee Comptroller and the NCCNA Treasurer is essential.
- Upon the Treasurer's request, detailed reports, showing registrant information and deposits made, must be provided. An Excel spreadsheet can be obtained from the treasurer for this purpose.
- Volunteers are needed to staff cash registers, computers and for check approval.
- Volunteers who handle money must have at least two years' continuous clean time.



- Large sums of money are involved and need to be handled responsibly.
- The location for handling registrations at the convention should have sufficient tables, power, security, and crowd control.
- Onsite convention registration hours normally run from Noon thru 11:30pm on Thursday, and from 8:00am thru 11:30pm on Friday and Saturday.
- Cash registers and other valuable equipment must be secured at night.

## **Appendix A: Timelines**

### **Host Subcommittee**

#### **Thirteen months out**

- Obtain guidelines and Handbook from NCCNA.
- Request from NCCNA previous year's budget.
- Hold an area organizational meeting to elect Chair and Vice-Chair.
- Attend the first NCCNA committee meeting.
- Attend the RSC meeting with a resume to qualify.

#### **Twelve months out**

- Attend convention as working participant in respective subcommittee.
- Establish meeting time and place and give this information to the Secretary to update the google calendar.
- Acquire meeting announcement template from Arts & Graphics.

#### **Eleven months out**

- Review and discuss the timeline.
- Review and discuss the budget.
- Distribute meeting announcement to Host area and region after review by A&G.
- Request line item adjustments in budget.
- Elect or appoint all team leaders, liaisons and coordinators.
- Ensure NCCNA email access for all members as needed.
- Establish and approve duties and responsibilities of appointed members from NCCNA Handbook.
- Submit master volunteer grid format for approval.

- Report total volunteers and numbers needed to the NCCNA committee every month.

### **Ten months out**

- Obtain facility maps from contracts and have them available in the facility site map folder on Google Drive.
- Create individual volunteer templates with time slots to each appropriate member (Program Merchandise, Entertainment, Registration, Monitor Coordinator, Greeter Team Leader, Room Setup Leader, Hospitality, Transportation, Decoration, etc.).

### **Nine months out**

- Request preliminary facility needs from Program, Registration, RSC, RSO, Merchandise and Entertainment.
- Submit the volunteer flier information to Arts and Graphics.
- Begin preliminary decoration planning for main meetings (present 3 separate concepts).
- Ensure all volunteer grid template changes are received and finalized.

### **Eight months out**

- Walk through all facilities on-site.
- Submit to NCCNA initial facility use request forms for approval.
- Confirm space needs from NCCNA committees including the RSC and RSO to be added to Banquet Event Order (BEO).
- Start gathering information of all “points of interest” for distribution at the Convention Welcome/Information Table.
- Check upstairs for any supplies remaining from previous year’s convention including decorations.
- Confirm a table for “fliers” is allocated in the convention center lobby.
- Confirm 2 tables are requested on BEO for Newcomer Sheets.
- Review facility guidelines from the facility website.
- Coordinate with A&G access to Room Assignment Grid

### **Seven months out**

- Solicit meeting space needs from the Program Subcommittee including Spanish Meetings.
- Submit to contract negotiator initial facility use.
- Contact Nar-Anon for space needs on-site including tables needed for registration and room needs.

- Schedule volunteer training day if applicable, with NCCNA approval, to be within 45 days of convention and provide detail to A&G.
- Arrange truck rental with lift gate and must have full coverage insurance with deductible to be in accordance with budget (need to present 3 separate quotes).
- Arrange van rental for transportation needs with full coverage insurance (need to present 3 separate quotes).

### **Six months out**

- Relevant host committee members attend on-site NCCNA walk-through(s).
- Review signage needs.
- Solicit volunteer needs for NCCNA.

### **Five months out.**

- Submit plans for decorations for Main Speaker Meetings to NCCNA (need to present 3 different concepts and costs).
- Confirm meeting space needs from the Program Subcommittee.
- Submit list of all Welcome/Information Table “points of interest” to NCCNA for preliminary approval.

### **Four months out**

- Submit to NCCNA proposed meeting space assignments for approval including on site cash register training room (Room Assignment Grids).
- Ensure that all decoration needs have been met.
- Confirm volunteer needs for NCCNA.
- Liaisons and subcommittees should coordinate onsite needs of the liaisons.
- Submit to Arts & Graphics all sign requirements, size and quantity.
- Confirm with Program all NCCNA requirements and needs for program draft.
- Start preliminary Banquet Event Order (BEO).
- At the Host meeting, begin Host table signup (2 host members and 2 hospitality members).

### **Three months out**

- Submit to NCCNA proposed meeting space assignments for approval (Room Assignment Grids).
- Confirm all final needs from all NCCNA committees and subcommittees.

- Ensure all supplies are available for palletizing at one month out (Pallets, shrink wrap, packaging tape, boxes, markers, etc.).
- Submit list of all “points of interest” for NCCNA approval and distribution at convention Welcome/Information Table as well as QR code in Program.
- Confirm the QR code on the flier matches what appears in the printed program.
- Arrange and submit Banquet Event Orders (BEO’s) to contract negotiators.
- Choose truck and van drivers/alternates. All drivers must be listed on the rental contract.
- Coordinate with Program and Entertainment transportation pick up plan.
- Obtain speaker flight itinerary from Program.
- Obtain Training Day format/verbiage from A&G.
- Prepare schedule for nightly closing sweep of the facility.

### **Two months out**

- Contact, schedule, and confirm all volunteers.
- Finalize the needs of committees and ensure that event staffing is in place.
- Confirm to Arts & Graphics all sign requirements, size and quantity.
- Arrange with Contract Negotiator hanging of banners on-site (material and personnel).
- Confirm truck and van rental, coordinate payment with NCCNA chair/Vice-Chair.

### **One month out**

- Organize all the items to be palletized at the RSO to be transported to the event.
- Arrange for the loading and unloading of the truck back to the RSO (minimum 4 volunteers).
- Ensure all pallets and material is returned to the proper location at the RSO.
- Arrange for return of all NCCNA banners to the RSO.
- Coordinate with Arts & Graphics and Program any changes in the program (meeting rooms, etc.).
- Obtain flat white “newcomer sheets” or rolls of fabric to accommodate 100 newcomers, place them on the table near Registration with Sharpies and rotate out as they are full.
- Obtain a lock for the truck.
- Coordinate Banner hanging with contract negotiator.

- Host Chair to arrange with NCCNA Chair and Vice-Chair onsite suite snacks.
- Resubmit a full colored room assignment grid to A&G.
- Combine all volunteer grids into Master Grid one day prior to convention.
- Confirm with the treasury the process for volunteers reporting for treasury assignments.
- Make a list to submit to registration for volunteers so registration can separate those packets for early pick up.
- Review On-site Emergency Procedure document.

### **On Site\_**

- Wednesday: Assist transportation with unloading and Merchandise Room set-up.
- Thursday: Perform final committee walk through of facility, noting where events are and any changes to Program.
- Hold a Host meeting before the convention opens at noon to confirm expectations, answer questions, etc.
- Friday and Saturday: Hold Host meeting each morning, approximately 1.5 hours after the NCCNA morning meeting, to allow Host Chair, Vice Chair and Advisor to attend NCCNA morning meeting and bring any issues to the Host Committee.
- Sunday Expectations: Hold Host meeting at 11 am and plan to meet at the Host Table. Assist Merchandise with final packing up and palletizing of leftover merchandise.
- Be available for last minute NCCNA needs.
- Ensure that the banner is removed after the Sunday morning meeting and added to the truck.

### **Post-Convention**

- Clean out and review all supplies and boxes upstairs, with incoming Chair and Vice- Chair.
- Return to RSO all convention related fellowship property. (minimum of 4 members to be at RSO for offload and put away)
- Ensure all pallets and material is returned to the proper location at the RSO.
- Arrange for return of all NCCNA banners to the RSO.
- Hold a closing subcommittee meeting.

## **Registration Subcommittee**

### **Thirteen months out**

- Attend the RSC meeting with a resume to qualify.
- Attend the first NCCNA committee meeting.
- Obtain current NCCNA guidelines and handbook.
- Request copy of previous year's budget Hold area organizational meeting.
- Elect Chair and Vice-Chair.

### **Twelve months out**

- Attend the convention as a working participant.
- Attend all NCCNA meetings.
- Establish meeting time and place and give this information to the Secretary to update the google calendar.
- Acquire archives and contact information from previous year's chair/Vice-Chair, and Registration, including any volunteer information/grids.

### **Eleven months out**

- Review and discuss the timeline with the Chair and Vice-Chair.
- Review and discuss the budget with the Chair and Vice-Chair.
- Elect subcommittee Secretary and Comptroller.
- Ensure NCCNA email access for all members as needed.
- Decide on contact person information to be on all flyers brochures/postcards and online material.
- Coordinate with A&G to produce the subcommittee meeting announcement flyers and distribute to Area if needed.
- Confirm the meeting dates of RSC in June for the next year; adjust timeline to plan the printing and/or digital production of brochures/postcards and/or flyers for drops to RSC.
- Obtain catalogs from merchandise for registration gift items.
- Acquire the meeting announcement flier from Arts & Graphics.
- Get registration packet item suggestions from NCCNA.

### **Ten months out**

- Appoint subcommittee Volunteer Coordinator and On-Site Coordinator, and to form tasks groups. (as needed - cash register, Pre-Registration and Assistant Pre-Registration, Newcomer, Assistant Comptroller and Assistant Volunteer Coordinator).

- Communicate registration contact information to A&G regarding the website.
- Register convention on NAWS website calendar and ensure digital information is correct.
- Submit digital Convention information to NA Way.
- Submit Convention information to RSC via NCCNA rep to ensure it is placed on the Regional calendar.
- Contact A&G with registration information to be printed and/or digitally formatted for brochure/postcard.
- Submit list of proposed Registration packet items to NCCNA (at least 3 options).
- Start working with Host on creation of Master Grid.

### **Nine months out**

- The Comptroller (or whoever is going to make pre-registration deposits) should come to NCCNA and meet the treasurer to sort out the details and procedures.
- Work with NCCNA's merchandise vendor to obtain registration packet gift pricing and samples (Merchandise and Contracts can assist with pricing if needed)(if applicable).

### **Eight months out**

- Bring to NCCNA samples of previously chosen Registration packet items.
- Coordinate with NCCNA the date of the registration packet stuffing party.
- Coordinate with Arts & Graphics to secure graphics for registration gifts.
- Obtain the newest template from the Registration Leads and give it to the Host for master grid changes.
- Check with A&G for total brochures/postcards printed - estimate quantities for first and second drop (if applicable).

### **Seven months out**

- Submit to Arts & Graphics information regarding packet stuffing party.
- Schedule volunteer training day if applicable, with NCCNA approval, to be within 45 days of convention and provide detail to A&G.

### **Six months out**

- First drop off of brochures/postcards at RSC, if printed. Divide into areas and deliver to the RSC for distribution.
- Mail first drop of postcards to outside areas and regions.
- Email PDF of postcard to NCCNA email list and outside regions.

- Ensure registration volunteers are added to the master volunteer list.
- Report any problems with housing/hotels to Contracts.

### **Five months out**

- Discuss policy and procedure for on-site (see NCCNA handbook).
- Discuss logistics of off-site events if any, shuttles, tickets, maps, sign-in tables, information signs.
- Get subcommittee names of people interested in being readers.
- List Comptrollers duties for onsite.
- Geographic countdown list from Comptroller.
- Entertainment golf and 5-K run/walk data from Entertainment.
- Have the Comptroller send updates of email addresses monthly to A&G (for MailChimp).
- Call or email all other Regions in California to make sure they have brochures/postcards.
- Place order for registration gifts.

### **Four months out**

- Work with BOD to order cash registers.
- Coordinate with the Host subcommittee for onsite cash register training room.
- Obtain rental/property release agreement from BOD Representative.
- Return cash register rental form to RSO office worker.
- Confirm that Credit card machines and register tape are being handled by the BOD.
- Explain on-site policy and procedures for volunteers and cashiers (see NCCNA handbook).
- Discuss site requirements with subcommittee; tables, chairs, power needs, security for registration packages, and cash registers (list and locations), event site ticket and registration sales and provide to Host.
- Discuss sign needs and locations for Newcomer giveaway with A&G and NCCNA.
- Submit to Arts & Graphics all sign requirements, size and quantity.
- Make sure that convention information got into the NA Way and regional calendar.



- Arrange with the BOD to get; register instruction sheets, credit card instruction sheets, pricing sheets for cashiers, programming of registers and updated buttons for registers.
- Determine the quantity of envelopes and convey to A&G size and number needed.

### **Three months out**

- Submit to Host site requirements (maps with locations of Registration, Pre-registration, Newcomer and other table needs).
- Coordinate with Host transportation for cash registers and Registration items to site (40 boxes and 4 registers).
- Confirm on-site requirements with the Host.
- Work with A&G to submit on-site Registration form for NCCNA approval.
- Make copies of policies and procedures from the NCCNA handbook for volunteers on-site and begin the volunteer confirmation process.
- Confirm delivery date for registration gifts.
- Check upstairs for any supplies remaining from previous year's convention and create an inventory list. All previous conventions remaining registration gift items shall be turned over to the RSC.

### **Two months out**

- Recruit and finalize list for volunteer cashiers (subject to money handling requirements from NCCNA handbook).
- Confirm volunteer schedule; if you need more help, ask Host.
- Schedule Volunteer calling parties as needed.
- Confirm to Arts & Graphics all sign requirements, size and quantity.
- Train Chair and Vice-Chair on cash registers prior to training days (i.e. how BOD wants errors corrected).
- Pick up registers at RSO.
- Begin to gather up enough boxes (approximately 80) for Registration packets and Pre-registration merchandise at the stuffing party.
- To prepare printed registration forms to take to training days.

### **One month out**

- Assemble registration and pre-registration packages (gifts, badges, programs, pre-registration merchandise).
- Schedule at least two meetings this month if necessary.
- Gather and box all needed supplies.

- Ensure registration boxes get on pallets.
- Train cash register volunteers.
- Coordinate with Host day and time of truck delivery on-site.
- Create a process for geographic countdown tabulation and provide results to the program chair.
- Coordinate with the comptroller to capture all email from on-site registrations and provide to A&G.
- Ask Registration Subcommittee members to expand on job descriptions and duties.
- Make a list to submit to registration for volunteers who are working the first shift on Thursday so registration can separate those packets for early pick up.
- Review On-site Emergency Procedure document.

### **Post-Convention**

- Clearly mark and package all onsite registration forms to be shred post-convention at the RSO.
- Clean out and review all supplies and boxes upstairs, with the incoming Chair and Vice-Chair.
- Return to RSO all convention related fellowship property.
- Schedule subcommittee closing meeting.
- Count all newcomer and registration packets being returned at the end of Saturday 10pm close.

## **Program Subcommittee**

### **Thirteen months out**

- Obtain NCCNA Handbook and Guidelines.
- Hold an area organizational meeting.
- Elect Vice-Chair and attend RSC meeting with a resume to qualify.
- Attend the first NCCNA committee meeting.
- Request from NCCNA previous convention's budget.

### **Twelve months out**

- Chair, Vice-Chair and other subcommittee members, if any, work with the current Program Subcommittee at Convention.

- At the Convention, build a contact list for possible speakers/participants for next year's Convention.
- Chair and Vice-Chair attend all NCCNA meetings.
- Obtain previous Convention's Program archives and audio library.
- Review and discuss the budget.
- Establish meeting time and place and give this information to the Secretary to update the google calendar.

### **Eleven months out**

- Review and discuss timeline and job description with subcommittee members.
- Elect or appoint officers such as Secretary, Liaison to Host and Liaison to Area.
- Elect or appoint working group leaders: Main Speaker, Topic/Workshop, and Marathon Meetings, Spanish Program, and Volunteer Coordinator
- Ensure NCCNA email access for all members as needed
- Begin establishing working groups and announce at Area for assistance.
- Establish cut-off date for speaker audio files with approval of NCCNA.
- Chair, Vice-Chair, and Advisor to meet to review and discuss timeline.
- Continue to update the MP3 library as audio CD's/MP3's arrive.
- Submit English and Spanish flier information (both Main Speaker CD/MP3 Flier and Speaker/Secretary Flier) including contact information and deadlines to Arts & Graphics.

### **Ten months out**

- Email "Main Speaker Audio" flier to other Regions.
- Begin reviewing and evaluating audio files using the approved evaluation form.
- Obtain English and Spanish Speaker/Secretary/Marathon/Volunteers and program flyers from Arts & Graphics.
- Assign timeline responsibilities to individual working groups where applicable.
- Inform the members of the Program subcommittee that absolutely no contact with potential speakers or secretaries may be made (for any reason) until the speaker lists has been approved by the NCCNA committee. Doing so may result in the individual's removal from their position on the subcommittee (ongoing item).
- Review volunteer's grid template and submit any changes to the Host.

### **Nine months out**

- Establish Marathon meeting types for NCCNA approval.
- Develop an English and Spanish meeting grid layout for all Secretaries and Speakers including; Area breakdown, for topic, medium and marathon meetings.
- Create the English and Spanish list of topics for meetings and create a program grid for time lengths of meetings and coordinate with the host.
- Determine which meetings will have ASL interpretation and distribute approved ASL RFP's to the ASL vendors (suggest minimum of 5 vendors).
- Request RSC workshop grid from NCCNA RSC Representative.

### **Eight months out**

- Submit Topic Workshop and Marathon area breakdown to NCCNA.
- Program Subcommittee approval of English and Spanish topic list and time lengths.
- Develop potential Main Speaker and alternative speaker lists to include all demographic information.
- Continue to update the MP3 library as audio CD's/MP3's arrive.
- Obtain from the BOD most recent bad debt list as no one listed may be in the Program.
- Confirm receipt of RSC workshop grid.

### **Seven months out**

- Submit English and Spanish topic list to NCCNA for approval.
- Submit English and Spanish Program grid for room assignments to Host.
- Submit English and Spanish tentative Main Speaker and Alternate list to NCCNA for approval.
- Develop English and Spanish Topic/Workshop /Medium /Marathon/ Main list of Speakers and Secretaries.
- Receive deadline for program subcommittee to submit final program to A&G.
- Coordinate with the audio vendor the approximate number of meetings that can possibly be recorded.

### **Six months out**

- Have working groups bring English and Spanish program grids to the Program Subcommittee for approval.

- Develop list of English and Spanish Topic/Workshop /Medium /Marathon/ Main speakers and Secretaries.
- Submit all English and Spanish meeting readings and meeting formats to NCCNA for approval to include Topic/Workshop /Medium /Marathon/ Main meetings.
- Cross reference English and Spanish Marathon, Topic/Workshop/Medium, Main, Secretaries, Speakers and Readers grids to prevent duplication.
- Begin organizing meeting folders, and coordinate volunteer planning.
- Submit to Chair & Vice-Chair copies of the English and Spanish Main Speaker Evaluation Forms.
- Continue to update the MP3 library as audio CD's/MP3's arrive.
- Ensure that the entertainment schedule is provided to the Program committee to be embedded in the printed schedule.

#### **Five months out**

- Submit English and Spanish Main Speaker list to NCCNA for approval.
- Submit English and Spanish Topic/Workshop, Speaker/Secretary list to NCCNA for approval.
- Begin speaker and secretary invitation and confirmation process once vetted and continue until completed.
- Submit to NCCNA Chair and Vice-Chair copies of the Main Speaker Evaluation Forms.

#### **Four months out**

- Arrange travel for English and Spanish Main Speakers.
- Arrange for purchase of main speaker registrations with Registration and Treasurer.
- Confirm with Contract Negotiator audio recording requirements.
- Submit to Arts & Graphics all sign requirements, size and quantity.
- Proof complete program with Program Subcommittee and make corrections as necessary.
- Submit final Program layout to NCCNA for line by line approval and proofing.
- Provide contracts Main Speakers names, contact information and hotel accommodation requests.

#### **Three months out**

- Re-confirm audio recording vendor and ASL vendor requirements with contract negotiator.

- Set-up Program table grid.
- Establish Program Volunteer list (grid including census takers).
- Submit final Program layout to NCCNA for line by line approval and coordinate with A&G.
- Check upstairs for any supplies remaining from previous year's convention.
- Coordinate with Host a Speaker Airport Pick-Up Plan and submit to NCCNA for approval.
- Cross reference English and Spanish Marathon, Topic/Workshop/Medium, Main, Secretaries, Speakers and Readers grids to prevent duplication.
- Verify all contact information in the Main Speaker Library and continue to update the MP3 library.
- The main speaker mp3 library and updated grid be uploaded to the current NCCNA google drive main speaker mp3 library directory.

### **Two months out**

- Phone all participants in the program and confirm their participation prior to NCCNA meeting; explain program table check in procedure.
- Compile all folders and Program table documentation for all meetings.
- Confirm to Arts & Graphics all sign requirements, size and quantity.
- Submit final program grid to Host.
- Order Basic Text in English and Spanish for Saturday main speaker meeting Newcomer Giveaway.
- The main speaker library and updated grid will be kept current as new mp3's and cd's arrive.

### **One month out**

- Confirm travel and accommodations for Speakers.
- Confirm transportation needs with Host.
- Submit final English and Spanish Program Speakers to Contract Negotiator to send to Audio Recording vendor (excluding Marathon).
- Confirm all volunteers and Program table responsibilities.
- Coordinate with A&G development of Main Speaker Meeting formats for printing onsite.
- The main speaker library and updated grid will be kept current as new mp3's and cd's arrive.
- Make a list to submit to registration for first shift Thursday volunteers so registration can separate those packets for early pick up.

- Provide main speaker names to the treasury for inclusion on pre-registration documents.
- Review On-site Emergency Procedure document.

### **On Site\_**

- Prior to each day's Main Speaker meeting, coordinate table reading of format with A&G and meeting secretary.
- Ensure Main Speaker Meetings have water available for speakers and readers.

### **Post-Convention**

- Update census to the past census grid and submit to the next cycle and provide it to the NCCNA Chair.
- Clean out and review all supplies and boxes upstairs, with the incoming Chair and Vice-Chair.
- Return to RSO all convention related fellowship property.
- Close P.O. Box after deadline is met and complete mail forwarding to the RSO.
- Provide NCCNA Chair with updated Main Speaker Library listing and updated MP3 flash drive.
- The main speaker library and updated grid will be kept current as new mp3's and cd's arrive.

## **Contract Negotiations**

### **Twelve months out**

- Obtain the prior year binder with copies of contracts from the previous cycle. Review previous contracts with the previous contract negotiator.
- Obtain contract and RFP templates and electronic copies of previous years' contracts.
- Check the payment grid to ensure that all advance contractual payments have been made.

### **Eleven months out**

- Create a spreadsheet for the current cycle to include all contracts (new and recurring), as well as deposit needs for BOD & Treasury.
- Obtain a copy of the approved budget.
- Confirm master account with host hotel(s).

- Inquire with Hotel and Convention Center what their fees are for Main Speaker meetings & Entertainment audio visual needs.
- Inquire of Hotel and Convention Center what their fees are for using outside AV vendors.
- Confirm on site meeting arrangements and dates with Facility.
- Contact facilities and begin negotiations for the cycle 2 years ahead.
- Confirm all meeting space with Facility(s) and provide to the Host Chair/Vice-Chair, room capacities and facility maps.
- Contact BOD Rep to change email mapping information.
- Check the payment grid to ensure that all advance contractual payments have been made.
- Reminder to facilitate walkthrough of all facilities prior to onsite meeting.

### **Ten months out**

- Offer assistance to Entertainment, Arts & Graphics, Registration, Merchandise and any other applicable NCCNA member with regard to submitting RFP's.
- Confirm payment schedule for Facilities in future cycles with the Treasury.
- Confirm next year's Facility contract, update contact information with Facility.
- Confirm next month's onsite walkthrough and meeting with Facilities.
- Provide room capacity, room maps, decoration restrictions, etc. to host.
- Review the contract spreadsheet and submit check requests to the Treasurer for upcoming payments/deposits.
- Check the payment grid to ensure that all advance contractual payments have been made.
- Obtain Arts & Graphic vendor recommendation (Logo and Printing), prepare contract(s) and submit.

### **Nine months out**

- Obtain vendor recommendation from Merchandise.
- Send out RFP's for audio recording vendors.
- Review recurring contracts and confirm with vendors dates/times of Convention.
- Coordinate with Merchandise specific hours needed for security for the merchandise room.



- Check the payment grid to ensure that all advance contractual payments have been made.
- Contact BOD Rep to determine if sharing of NCCNA meeting room suite will be used for the onsite meeting. If so, determine if a second sleeping room is attached for the BOD Representative. If not, determine needs for a separate board room for BOD use.
- Contact BOD Rep, along with NCCNA Chair/VC to determine sleeping rooms on the reserved floor.

### **Eight months out**

- Prepare Merchandise contract(s) and submit.
- Obtain a list of Entertainment recommendations and prepare contracts as available.
- Submit recommendation for audio recording vendor to NCCNA.
- Send out RFP's for Merchandise Room Security, Armored Transport Services, On Site Communication, (Radios), Sign Language, and all vendors (Jewelry, glass, etc.).
- Confirm armored car pick up times with treasury before sending out RFPs.
- Update spreadsheet of contract payments and send them to the treasury.

### **Seven months out**

- Prepare Audio Recording Contract and submit.
- Continue to obtain Entertainment requests for contracts; prepare and submit contracts as available.
- Obtain facility needs from Host (which rooms they plan to utilize) and ensure it matches facility contract(s).
- Make recommendations to NCCNA for Security, Armored Transport, Sign Language, Onsite communication & Vendors.
- Inform vendors of room block availability and instructions to book rooms at Host Hotel.
- Review the contract spreadsheet and submit check requests to the Treasurer for upcoming payments/deposits.
- Check the payment grid to ensure that all advance contractual payments have been made.
- Obtain on-site needs from vendors and forward to Host.
- Coordinate with the Treasury regarding their counting room needs.

### **Six months out**

- Ensure all Entertainment contracts are completed, and coordination of contractual rooms has been completed.
- Complete contracts for Security, Armored Transport, Sign Language, Onsite Communications and vendors; submit when complete.
- Facilitate walkthrough of all facilities prior to onsite meeting.
- Obtain Logo from Arts & Graphics for distribution to vendors (Audio Recording, Jewelry, Glass, etc.).
- Check the payment grid to ensure all advance contractual payments have been made.
- Obtain housing needs for NCCNA members and BOD members.
- Contact Housing to confirm the cost for NCCNA members' housing and communicate to the committee.

#### **Five months out**

- Maintain contact with Housing/Hotels.
- Coordinate with Host for on-site room needs, obtain Host Grid and review.
- Check the payment grid to ensure that all advance contractual payments have been made.

#### **Four months out**

- Obtain signage needs from vendors and forward to Arts & Graphics.
- Confirm next month's onsite walkthrough and meeting with Facilities.
- Check the payment grid to ensure that all advance contractual payments have been made.
- Review the contract spreadsheet and submit check requests to the Treasurer for upcoming payments/deposits.
- Contact Program to coordinate room needs for Main speakers and provide reservation numbers for them.
- Coordinate with Host to prepare BEO (Banquet Event Orders) and discuss needs for rooms; cross reference with budgets.

#### **Three months out**

- Facilitate walkthrough of all facilities prior to onsite meeting.
- Coordinate with the Treasury that the Armored Transport site pick up times are Friday, Saturday, and Sunday.
- Follow up with Entertainment to ensure that all entertainment contractual needs are met.

- Confirm all vendors have room reservations and site needs have been submitted.
- Send RFP for Insurance requirements.
- Obtain Hotel room block information from Host Hotel(s) and present information to NCCNA; if necessary, submit additional room block information.
- Create a radio grid and send it to the NCCNA chair and Vice-Chair for approval.
- Check the payment grid to ensure that all advance contractual payments have been made.
- Attend the BEO meeting with Hotel and Facility staff.
- Confirm all Vendors and Entertainers have provided NCCNA with all necessary insurance certificates (and W9s, when applicable) including any additional insurance.
- Coordinate with BOD Rep to ensure all dual-signed contracts are received by both parties.
- Order hardwired ethernet lines for: (4) Registration, (4) Merchandise, and (1) BOD.
- Remind Vendors to order their own Telephone/credit lines.

### **Two months out**

- Confirm with Entertainment that lodging and travel arrangements have been made for entertainers.
- Confirm all contract payment schedules with the Treasury; submit onsite check requests.
- Contact facility to obtain date/time information for Pre-Con meeting. NOTE: date of pre-con should be the Wednesday of the week of the Convention.
- Obtain hotel room block information from the host hotel and submit it to NCCNA.
- Submit the radio grid to the vendor.
- Obtain weekly Hotel room block information from Host Hotel and present information to NCCNA (If necessary submit additional room block information).
- Check the payment grid to ensure that all advance contractual payments have been made.
- Obtain permits and/or certificates of Insurance and forward to Hotel(s) and Facility.

- Order appreciation baskets for event coordinator(s) of the facility and host hotel(s) (schedule delivery for the date of the pre-con meeting).
- Coordinate with BOD Rep to ensure all dual-signed contracts are received by both parties.
- Check the payment grid to ensure that all advanced contractual payments have been made.
- Coordinate with Entertainment that insurance certificates are in place for NCCNA events.

### **One month out**

- Review contract spreadsheet and verify that all check requests have been submitted; submit changes to Treasury if needed.
- Contact vendors and schedule the on-site meeting for key distributions.
- Obtain speaker grid from Program and distribute to Audio Recording Vendor. This will need to be updated and monitored for changes until the end of convention.
- Schedule pickup of radios.
- Confirm contract for cycle two years out.
- Confirm onsite walkthrough/meeting space for following year's cycle.
- Obtain completed BEO from Hotel(s) & Facility.
- Create/confirm group Resume for Facility (if applicable).
- Obtain list of "Back of House" access for Treasury and provide to hotel(s) and Facility.
- Coordinate with BOD Rep to ensure all dual-signed contracts are received by both parties.
- Check the payment grid to ensure that all advance contractual payments have been made.
- Verify with Entertainment that all insurance certificates have been received.
- Review On-site Emergency Procedure document.

### **Onsite**

- Distribute radios to committee members and provide training on use of radios.
- Arrange hardwired ethernet and table set-ups for Registration, Merchandise, and BOD. Stay in communication with Vendors, Facility staff and Hotel Staff.
- Maintain current contract binder onsite throughout the Event.

- Request daily room pick-up updates from the host hotel and announce during committee meetings.
- Coordinate onsite pickup of Vendor's donation with another member.

## **Arts & Graphics**

### **Eleven months out**

- Review and discuss the timeline.
- Review and discuss the budget.
- Determine current subscription (Adobe Creative Suite) due dates and MailChimp credit status. Coordinate payment for additional credits and renewals, if needed.
- Prepare and send out enough approved RFP's for Graphic Artist to obtain at least three complete bids (work to include banner and logo).
- Prepare and send out enough approved RFP's for printing services (flyers, signage, badges) to obtain at least three complete bids.
- Obtain contact information for NCRSO Web Coordinator.
- Obtain contact information for Spanish Working Group Leader from Program subcommittee
- Prepare Host, Program and Registration subcommittee meeting flyers for NCCNA approval.
- Provide PDF's of approved flyers to subcommittee chairs.
- Prepare Main Speaker CD/Mp3 Request flier for NCCNA approval
- Prepare Secretary/Speaker Signup flier for NCCNA approval.
- Coordinate distribution of Subcommittee, Main Speaker CD/Mp3, and Speaker/Secretary Sign-up flyers at RSC.
- Based on supplies inventoried post-convention, recommend quantities (printed items and lanyards) for NCCNA approval.
- Coordinate with Chair and Vice-Chair appointment of A&G review committee members.
- Provide NCRSO Web Coordinator and RSO Representative with PDF's of all produced flyers for the website.
- Coordinate with RSO Representative and NCRSO Web Coordinator to remove/update contact information from last year's NCCNA and remove any links to past flyers for NCCNA (hotel code).

### **Ten months out**

- Approval of theme.
- Present the graphic artist recommendation to NCCNA for approval.
- Present the printer recommendation to NCCNA for approval.
- Coordinate with the graphic artist to begin logo development (prepare 4-5 examples of concepts for next month).
- Present the English and Spanish Speaker/Secretary Program flier to NCCNA for approval.
- Provide the PDF version of Main Speaker CD/MP3 Request flier to the Program Chair.
- Provide NCRSO Web Coordinator and RSO Representative with PDF's of all produced flyers for the website.
- Obtain Pre-Registration brochure/postcard information from Contracts.

### **Nine months out\_**

- Present 4-5 logo concepts and get final approval of the logo.
- Coordinate with Entertainment for scheduled events and prices for website and brochure/postcard.
- Obtain hotel/housing information from Contracts for website and brochure/postcard.
- Work with Contracts to ensure Internet (Wi-Fi) availability for A&G workroom onsite.
- Working with Host/Contracts, determine availability of onsite electronic signage.
- Coordinate with Treasury and NCRSO Web Coordinator to have correct information and pricing for online registration (X-cart).
- Create QR codes for registration and volunteer links (obtain link information from NCRSO Web Coordinator).
- Review Convention Information (CI) pages and begin updating available information and present it to NCCNA for approval.
- Prepare and present the "All Subcommittee" flier for NCCNA approval.
- Prepare 4-5 color scheme options of the approved logo to present next month.
- Ensure RSO Representative is included in all communications with the NCRSO Web Coordinator regarding the NCCNA website (should be ongoing).
- Obtain volunteer flier contact information from Host.

### **Eight months out\_**

- Obtain final approval of the color scheme (from 4 - 5 choices).
- Obtain final approved logo graphics files from graphic artist (eps, jpg, psf, png, bmp) in color and black and white.
- Obtain Spanish translated logo graphics files from the graphic artist (eps, jpg, psf, png, bmp) in color and black and white.
- Provide ALL logo image files to Merchandise, NCRSO Web Coordinator, and RSO Representative and Secretary.
- Prepare and submit the English and Spanish Volunteer Flier and postcard for NCCNA approval.
- Coordinate with Host to access Room Assignment Grid (RAG) for updating of CI pages
- Coordinate with Merchandise to obtain Pre-Registration Merchandise images.
- Check the website for accuracy; verify verbiage is correct and all links are active.

### **Seven months out**

- Volunteer flyers printed and distributed at RSC.
- Obtain the stuffing party date from Registration, then determine deadlines for program and badge printing.
- Coordinate with the printer to determine deadlines for signage printing.
- Develop pre-registration "travel poster" for use at NA functions (if applicable).
- Determine deadline for program subcommittee to submit final program to A&G.
- Coordinate with the Program Subcommittee to determine the date of first line by line review. (Last subcommittee meeting before next NCCNA meeting)
- Provide PDF version of Volunteer Flier to NCRSO Web Coordinator.
- Determine distribution date of first MailChimp email blast.
- Check the website for accuracy; verify verbiage is correct, and all links are active.
- Provide electronic brochure to NCCNA RSC Rep for distribution to NCRSC Regional delegates.

### **Six months out\_**

- Provide final approved logo to Contracts for outside vendors.
- Provide all logo images to Host, Program, and Registration subcommittees.
- Solicit at least 3 bids for badge lanyards and make vendor recommendations.

- Solicit at least 3 bids, using approved RFP, for badge laminating and make vendor recommendations.
- Obtain final approval of brochure/postcard.
- Order brochure/postcard and coordinate with the registration subcommittee for first-drop distribution at the next RSC.
- Provide PDF version of brochure/postcard to NCRSO Web Coordinator.
- Collaborate with all subcommittees on signage needs during facility walk-through.
- Verify availability and location of any electronic signage, which can be used in place of hard-printed signs during facility walk-through.
- Design MailChimp “Registration Opens” email blast and submit to review committee for approval.
- Obtain entertainment schedule for Entertainment for website.
- Coordinate with Host, Registration, and NCRSO Web Coordinator to provide images for online store and hotel reservation (housing) website (if needed).
- Check the website for accuracy; verify verbiage is correct, and all links are active.
- Coordinate with the graphic designer to develop banner design with the review committee.

#### **Five months out\_**

- Create QR code for onsite program updates (obtain link information from NCRSO Web Coordinator) and provide to the program subcommittee.
- Coordinate with the graphic designer to develop the banner and submit it to the review committee.
- Order badge lanyards and coordinate delivery with NCRSO Special Worker.
- Obtain and/or prepare facilities site maps for the online program.
- Begin development of Merchandise signage.
- Provide sample signage from previous like-venue to necessary committee members.
- Check the website for accuracy; verify verbiage is correct, and all links are active.
- Coordinate with the Host subcommittee on stage decoration design.
- Order volunteer ribbons as required.

#### **Four months out**

- Solicit 3 bids for banner and present vendor recommendation.



- Request signage needs from all subcommittees.
- Final approval of program covers and badges.
- Coordinate with NCCNA Chairperson to develop a list of names for committee badges.
- Present banner design at NCCNA for approval.
- Prepare and present Training Day agenda and handout material for NCCNA approval.
- Check the website for accuracy; verify verbiage is correct, and all links are active.

### **Three months out**

- Order banner.
- Collect signage needs from all subcommittees.
- Communicate signage needs to Graphic Artist.
- Work with Graphic Artist to develop any electronic signage, per facility specifications.
- Coordinate with Contracts the delivery of electronic signage files to facility representatives.
- Coordinate with subcommittees for onsite signage placement.
- Check upstairs and inventory any remaining supplies from previous year's convention.
- Create Onsite Registration Form and present for NCCNA approval.
- Create a Newcomer Workshop form and present for NCCNA approval.
- Obtain PR and H&I workshop information from RSC Representative for poster.
- Coordinate with Entertainment for any off-site (golf, 5K, etc.) event signage needs.
- Partnering with Host, determine seating capacities for Entertainment events to obtain event ticket printing quantities.
- Coordinate design of Entertainment event tickets with the graphic artist.
- Coordinate with the printer to place orders for printing of badges, program covers and event tickets.
- Coordinate with the lamination vendor the lamination and delivery of all badges.
- Coordinate with Registration to obtain order quantity for registration envelopes.
- Coordinate creation of full-color Room Assignment Grid with Host.

- Coordinate program proofing meeting schedule with Host, Registration, Entertainment, Program, and A&G Review subcommittees.
- Print all needed Training Day handouts (if applicable) and table signs and coordinate delivery (including acrylic table sign holders) to subcommittee chairs, if necessary.
- Check the website for accuracy; verify verbiage is correct and all links are active.

### **Two months out**

- Coordinate with Host to determine if any additional signage is needed (directional, etc.)
- Coordinate signage for Entertainment events with the graphic artist.
- Coordinate signage needs for Merchandise with the graphic artist.
- Coordinate signage for Program and Registration with the graphic artist.
- Present completed draft signage for NCCNA approval.
- Coordinate with Host to develop final printed RAG for onsite.
- Coordinate with a printing vendor to place signage orders.
- Order envelopes for Registration packets (if needed).
- Coordinate counting of all laminated badges upon receipt from the vendor.
- Coordinate delivery of Registration packet items (envelopes, lanyards, etc.) with the Registration Chair and NCRSO Special Worker.
- Secure access to printers and supplies for onsite.
- Design MailChimp “Registration Closes” email blast.
- Coordinate line-by-line proofing of Program final draft.
- Check the website for accuracy; verify verbiage is correct, and all links are active.

### **One month out**

- Coordinate final signage needs.
- Design and distribute additional MailChimp email blast (if needed):
- Purchase extra supplies for onsite needs.
- Verify with Host/Contracts Internet accessibility onsite for A&G workroom (necessary for uploading program updates to NCRSO Web Coordinator and updating of MailChimp address list).
- Work with the Program Subcommittee to develop main speaker meeting formats for printing onsite.

- Once pre-registration closes, obtain from the Registration Comptroller all new email addresses.
- Coordinate with the Program subcommittee and NCRSO Web Coordinator for onsite program updates.
- Coordinate with A&G Assistant the proper set-up and take down of table banner signage.
- Provide PDF of final printed program to NCRSO Web Coordinator for online program updates.
- Obtain information from next year's Host, Program, and Registration for subcommittee meeting flyers and website.
- Prepare next year's Host, Program, and Registration subcommittee flyers.
- Locate "Decades of Service" Banners and set aside for transport to onsite.
- Check the website for accuracy; verify verbiage is correct, and all links are active.
- Review On-site Emergency Procedure document.

### **Onsite**

- Coordinate setup and takedown of tabletop banner systems.
- Coordinate with Registration to obtain daily onsite email address updates for NCCNA mailing list.
- Facilitate table read of each day's Main Speaker meeting format with meeting secretary prior to meeting.
- Coordinate with NCRSO Web Coordinator to maintain timely uploads of program updates to the website.
- Continually coordinate with all subcommittees to ensure signage needs are met.

### **Post-Convention**

- Clean out and review all supplies and boxes upstairs, with the incoming Chair and Vice-Chair.
- Return to RSO all convention related fellowship property.
- Properly store all permanent signs to protect Fellowships investment.
- Ensure all A&G material is properly archived and passed on to the next A&G Coordinator.

### **Entertainment**

#### **Eleven months out\_**

- Review and discuss the timeline.
- Review and discuss the budget.
- Obtain the specific list of gifts from the previous entertainment final report.

**Ten months out**

- Work group (if needed).
- Prepare and present to NCCNA for approval a list of possible events and entertainers.
- Confirm first walk-through with Contract Negotiator.
- Confirm appointment of Host Liaison.
- Suggested list of Events:
 

1. DJ Dances	7. 5K Run
2. Pool/Patio Party	8. Comedy Show
3. LGBT Event	9. Golf Tournament
4. Blues Show	10. Play
5. NA Unplugged	11. Bingo
6. Live Dance Bands	12. Other

**Nine months out**

- Submit for approval to NCCNA the days and times of events.
- Submit for approval to NCCNA lists of proposed entertainers.
- Acquire approved RFP's from contracts and distribute to prospective vendors.
- Coordinate with A&G scheduled events and prices for website and brochure/postcard.
- Start contact with the LGBT event.
- Begin Bingo permit process (if necessary).

**Eight months out**

- Tentatively set site events with Host.
- Verify that all RFP's have gone out, follow up on all RFP's & confirm quotes.
- Verify Entertainment time slots with Program.
- Submit for approval to NCCNA budget request for line item variances.
- Acquire riders (onsite needs/AV/special considerations, etc.) from contracts. Distribute to contracted vendors.

**Seven months out**

- Request proper room for each event with the Host.

- Begin recruitment of all team leaders, event leaders and coordinators.
- Begin to establish a list of items needed for host and initial facility use requests (i.e. stage with dimensions, power supply A/V, setup times and permits if needed and evaluate for signage needs).
- Coordinate with contract negotiators on vendors for sound production.
- Coordinate with the Contract Negotiator to ensure all entertainment needs are contracted for.

#### **Six months out\_**

- Review schedule and coordinate with the Program Subcommittee to ensure there are no conflicts with event start and end times.
- Verify noise logistics.
- Start contacting NCCNA and BOD and solicit for prizes for Bingo (if applicable).
- Review list of Team Leaders.
- Start a contract with golf courses.
- Ensure that the entertainment schedule is provided to the Program to be embedded in the printed schedule.

#### **Five months out**

- Review with Treasurer and Contract Negotiator budget status and shortfalls.
- Confirm additional walk-through with Contract Negotiator.
- Begin Volunteer recruitment.
- Submit to Host plans for all set-ups of stages for all event venues.
- Review all contracts with entertainers, and entertainment vendors.
- Review signage needs with Arts and Graphics.
- Confirm with Contracts that Entertainment winners from previous year receiving registration and hotel accommodations are in place (if applicable).
- Request from Entertainers headshots and bio for website and signage.
- Get dual signed copies of contracts for Entertainers from the Contracts team.

#### **Four months out\_**

- Review with Host all ingress, egress of performers and guests, line and table.
- Review and confirm all set-up and a/v needs with Contract Negotiator.
- Confirm receipt of all contracts by all interested parties.
- Confirm 5k shirts with merchandise and A&G.

- Confirm with RSO prizes and registrations to be awarded for entertainment activities.
- Order Bingo supplies (if necessary).

### **Three months out**

- Verify all contracts have RSO approval.
- Confirm all signage needs and deadlines with A&G.
- Create a plan for door control event re-entry.
- Purchase prizes for Bingo, Family Feud and Pictionary.

### **Two months out\_**

- Confirm all team leaders, Event Leaders and Coordinators Schedule volunteers.
- Recruit, train and schedule all entertainment volunteers (determine if badges/tickets will be required).
- Coordinate with treasury for event site cash registers.
- Confirm lodging, travel and accommodations for entertainers.
- Determine Non-NA Member access that will be necessary for entertainment events.
- Coordinate with Contracts that insurance certificates are in place for NCCNA events.
- Prepare gifts for Golf winners.

### **One month out\_**

- Continue recruiting and training volunteers.
- Call all volunteers to confirm scheduled dates and time of their shifts.
- Confirm all entertainment and vendors.
- Coordinate with Host Chair logistics of each event, including volunteers, room setup and door monitors.
- Develop on site timeline needs.
- Submit to host completed volunteer grid.
- Verify with Contracts that all insurance certificates have been received.
- Review On-site Emergency Procedure document.

### **Post-Convention**

- Return to RSO all convention related fellowship property.

- Post on Google Drive the Entertainment winners in the Post-Convention Folder.
- Note in the final report the name and contact information for member(s) winning registration into the convention next year (example would be a Bingo winner), so that the committee can contact the person next year (if applicable).
- Submit the gift list in the final report.

## **Merchandise**

### **Eleven months out**

- Review and discuss the timeline.
- Review and discuss the budget.
- Submit a list of previously used vendors to Registration so they can begin to choose their registration packet merchandise.
- Review previous year's product blend and sales.
- Request previous year's PO.
- Set up a face to face meeting with the vendor (if in a multiyear vendor contract).

### **Ten months out**

- Obtain a list of vendors.
- Prepare and submit RFP's for NCCNA approval.
- Send out all RFP's (requesting vendor's payment terms)
- Request registration packet item needs from Registration.
- Solicit new item ideas from NCCNA.
- Review volunteer grid template and submit any changes to Host.

### **Nine months out**

- Begin sales item selection.
- Make vendor recommendations at NCCNA.
- Order samples and/or provide images of new items for review by NCCNA.
- Review security needs with the Contract Negotiator.
- Provide pricing for the Registration gift items selected by Registration( if required).

### **Eight months out**

- Continue sales item selection.
- Submit new items for sale to NCCNA for approval.
- Order Registration Packet item selection from vendor.

### **Seven months out**

- Inform Host of any site needs and requirements.
- Work with Arts and Graphics to prepare files (size and format) for placement on merchandise.
- Submit proposed P.O. to NCCNA for approval (merchandise, sizes and quantities).
- Select pre-registration merchandise and submit for approval to NCCNA.
- Confirm the pre-registration sale close date.

### **Six months out**

- Obtain a list of Arts & Graphics needs from the vendor.
- Obtain all vendor needs, files from Arts & Graphics and send them to the vendor(s).
- Acquire electronic copy of pre-registration merchandise and confirm the drop-dead date for delivery or pick-up of pre-registration merchandise to RSO one week prior to the registration stuffing party.
- Coordinate with A&G and RSO Rep to make sure files get uploaded onto the website (if applicable).
- Submit final PO to RSO for approval. (include previous year's changes and samples of new merchandise).
- Update dates and times for merchandise room volunteer grid template and share with host.

### **Five months out**

- Review on-site policies and procedures.
- Begin recruiting volunteers.
- Discuss signage needs and locations.
- Set up a meeting with the vendor(s) to review PO line by line.
- Inventory supplies (pens, tagging guns, colored tags) and bags. Order more if needed.

### **Four months out**

- Approve policy and procedures for volunteers and cashiers on-site.



- Coordinate with the Host subcommittee for an onsite cash register training room.
- Discuss on-site requirements; tables, chairs, power needs and cash registers (list and locations) and communicate to the Host.
- Review all proofs of artwork of Registration items.
- Submit to Arts & Graphics all sign requirements, size and quantity.
- Submit sign out form for cash registers and keys for Training Day (see BOD representative for forms).
- Work with BOD for Register Instruction Sheets, Credit Card Instruction Sheets, and Pricing Sheets for Cashiers, Programming of Registers, and Updated buttons for Registers.
- Recruit volunteers for cash registers & credit card machines.
- Submit cash register programming keys.
- Check upstairs for any supplies remaining from previous year's conventions.

### **Three months out**

- Begin scheduling volunteers on the grid on shared Google drive.
- Request all signage needs.
- Confirm purchase order and submit it to the vendor.
- Confirm delivery date of registration gifts (if necessary).
- Review all proofs of artwork of wearables, including event items.
- Meet with the vendor to review PO line by line.
- First pre-registration merchandise order to vendor.
- Email copy of first order of pre-registration merchandise to Registration.

### **Two months out**

- Verify with the Contract Negotiator the exact location for delivery of merchandise and arrange on-site delivery instructions with the vendor(s).
- Registration gifts delivered (if necessary).
- Confirm progress with the vendor(s).
- Train Merchandise Chair on register procedures (BOD Rep should be providing directions).
- Confirm with Arts & Graphics all sign requirements, size and quantity.
- Second pre-registration merchandise order to vendor.
- Email copy of second order of pre-registration merchandise to Registration.

- Review and respond to all Alternative store submissions.
- Continue scheduling volunteers.

### **One month out\_**

- Order cash register supplies via RSO. (cash register paper, receipt paper, cash pens)
- Merchandise delivered and inventoried.
- Confirm all volunteers.
- Continue updating the volunteer grid on shared Google Drive.
- Close out pre-registration merchandise.
- Print extra set of packing slips for daily inventory tracking at Convention.
- Third pre-registration merchandise order to vendor.
- Email copy of third order of pre-registration merchandise to Registration.
- Review and respond to all Alternative Store submissions.
- Obtain pre-reg merchandise at least 1 week prior to the stuffing party including pre-reg packing slips.
- Make a list to submit to registration for early volunteers so registration can separate those packets for early pick up.
- Review On-site Emergency Procedure document.

### **On-Site**

- Track date and time of sold-out items.
- Train volunteers for cash registers.
- Inventory all left over merchandise once convention is over and turn over to RSO (include list).
- Have a check prepared for balance of merchandise vendor contract payable when merchandise is delivered on Wednesday prior to start of convention.

### **Post-Convention**

- Clean out and review all supplies and boxes upstairs, with the incoming Chair.
- Return to RSO all convention related fellowship property.
- Make sure all volunteer ribbons are turned in to the NCCNA Vice-Chair.
- Make sure all files are updated on shared Google drive for the next Merchandise subcommittee.

# RSC

## Twelve months out

- Obtain information on previous year's RSC, PR, H&I and Newcomer workshops, including; attendance, space, set-ups, etc.

## Eleven months out\_

- Solicit to H&I/PR, RSC, for workshops - from outgoing H&I and PR chairs (first request)

## Ten months out\_

- Solicit to H&I/, PR, RSC, for workshops - Second request.
- Coordinate with program on total number of meetings for the Audio Vendor total meeting limit

## Nine months out

- Solicit needs of workshop space, room setup, microphone etc.
- Solicit needs not pertaining to workshops for H&I/PR, RSC space for booths, tables, chairs etc.
- Obtain information from H&I/PR, RSC, for requests of days, times and lengths of workshops and submit information to program and host.
- Provide NCCNA with the RSC calendar for the year.
- Solicit workshop types (names of workshops) from Sharing Forum, Regional Delegates and FST and submit to program and host (Important - to avoid duplication and similarities).
- Solicit to H&I/PR, RSC, for workshops - from incoming H&I and PR chairs

## Eight months out\_

- Solicit to H&I, PR, RSC, for workshops- Final Request, no changes after this time.

## Seven months out

- Work with H&I, PR and FST to develop a list of secretaries and speakers for workshops.
- Submit all needs / requests to program and host (Includes room size, table set-up, possible meeting times (general only), day of meetings (Thurs, Fri, Sat), microphones, internet connections, etc.).

## Six months out\_

- Review signage needs - Reminder to PR/H&I for the booth.

- Review and modify, if necessary, the formats for newcomer Workshops, and RSC Workshops.
- Remind PR/H&I to develop or obtain formats for their workshops.
- Remind PR/H&I to provide names of facilitators and speakers by the end of month.

#### **Five months out**

- Collect and submit a list of facilitators and speakers to the program (to prevent duplication in program).
- Contact A&G for any flier needs.
- Confirm with program and host committees that requests are met.
- Confirm with the host what will be brought from RSC and what will be provided onsite (i.e.: Screens, Projectors, Post-It Paper, Easels, etc.).

#### **Four months out\_**

- Submit to A&G signage needs.
- Coordinate newcomer giveaway.
- Solicit volunteers from RSC for Newcomer giveaway.
- Alert the NCCNA RSC Rep to announce at Region the subcommittee bid process to Areas until the three bids are received.

#### **Three months out**

- Organize workshop folders with formats and readings, Remind H&I/PR to do the same.
- Have H&I/PR contact, schedule, and confirm all sec. and speakers by this time.
- Confirm with program secretaries and speakers for workshops.
- Confirm signage with A&G size and quantity.
- Alert the NCCNA RSC Rep to announce at Region the subcommittee bid process to Areas until the three bids are received.

#### **Two months out\_**

- Coordinate with Arts & Graphics and program any changes in the program.
- Submit volunteer needs to host.
- Confirm volunteers and facilitators for Newcomer Workshops.
- Work with PR/H&I to confirm volunteers, facilitators and speakers for all workshops.

- Alert the NCCNA RSC Rep to announce at Region the subcommittee bid process to Areas until the three bids are received.

### **One month out**

- Confirm Newcomer Giveaway Volunteers.
- Follow-up with PR/H&I on last minute needs from RSC.
- Confirm all RSC workshops coordination is finalized.
- Make sure all items needed for PR/H&I and RSC Workshops are ready to be palletized, including workshop supplies such as paper, pens, signs for tables, giveaway items, projector screens, projectors, large post-it pads for group sessions, etc.
- Alert the NCCNA RSC Rep to announce at Region the subcommittee bid process to Areas until the three bids are received.
- Review On-site Emergency Procedure document.

### **NCRSO BOD Liaison**

(Please note: this timeline is only changeable by the BOD)

#### **After NCCNA Elections and RSC Confirmation:**

- Collect Office Key from outgoing members, Chair and Vice Chair have key to office. If the Vice Chair is becoming Chair, you don't need to collect the key.
- Ensure BOD Treasures Collect Credit Cards from outgoing members, and confirm that balances are paid. (The Chair and Vice Chair have credit cards.)
- If the Vice Chair is becoming Chair, they keep the credit card, but update the titles on the cards.
- Ensure the BOD Treasurer is prepared for updating the bank account signature cards at the next BOD meeting. Must have the following for the cards:
  - Full name, address, social security numbers and driver's license number and expiration date for: Chair, Vice-Chair and Treasurer of NCCNA. Same for President, Vice President, Treasurer and Secretary of NCRSO.
  - Copy of minutes with election results for NCCNA.
  - List of numbers of bank accounts to be changed.
  - Get letter from RSO Treasurer to change names on credit cards to next Chair and Vice Chair (social security number is required)
- Collect all contact information from NCCNA for updating of the Website. Work with Arts and Graphics to collect information needed.
- Email addresses for NCCNA Chair, Host Chair, Host Volunteer Coordinator, Program Chair, Program Main Speaker Meeting Working Group Chair, Topics

Workgroup Chair, Marathon workgroup chair, Program Volunteer Coordinator, Registration chair and Registration comptroller. (for website)

- Ensure the RSO Treasurer updates banking contact information, if necessary. This includes:  
Bank Accounts, Online banking site and NCCNA Merchant Account. Contact information should always include both NCCNA and RSO treasurer, plus RSO-NCCNA liaison. The RSO treasurer is responsible for changing online banking passwords.
- Collect gobo lenses and register keys
- Verify all registers, bill counters, and credit card terminals and all convention related fellowship property have been returned to RSO
- Newly elected positions that have issued laptops will complete the NCRSO sign in and out forms. RSO Tech Admin will attend the 1<sup>st</sup> and 2<sup>nd</sup> NCCNA meeting to ensure that the RSO laptops are being kept up to date with patches and kept in good condition.
- Create binder to include: Contract, W-9's, waivers and incident reports.

#### **Eleven months out:**

- Follow up on closing requirements for the previous year.
- Ensure the off onsite merchant account is turned off.
- Ensure RSO Treasurer turns off Bank Analysis

#### **Ten months out:**

- Provide the bad debt list to the Registration Subcommittee when requested. (For pre registration)

#### **Nine months out:**

- Verify Entertainment information is on the website.
- Confirm with A&G BOD Web coordinator that he has received from A&G the updated with correct information for the online store

#### **Eight months out:**

- Provide Host Committee with onsite BOD needs, i.e. meeting room for use in a.m., tables, chairs and power supply for RSO Booth, meeting room set-up for RSO Topic meeting onsite (if having one).
- Confirm availability of date for Registration stuffing party.
- Provide current and updated Bad debt List to Program Subcommittee. No one listed may be in the Program.
- Verify PDF of Volunteer Flier is given to Webmaster from NCCNA Arts and Graphics.
- Provide housing needs for BOD

- Verify Logo image is given to Webmaster from NCCNA Arts and Graphics.

**Seven months out:**

- Verify necessary information for onsite registration has been given to website coordinator from Arts and Graphics, including approved logo in .jpg format.

**Six months out:**

- Follow up all open action items
- Review future timeline action items
- Verify A&G files and Pre-registration Merchandise images have been uploaded onto the website.
- Verify PDF of Brochure/postcard is available for website from Arts and Graphics
- Verify with BOD Webmaster has received images for online store and hotel reservation (housing) website (if needed.)

**Five months out:**

- Verify that all cash registers are working properly and there is ample supply of register tape and ink for use during training and onsite at convention
- Have an office worker order register tape, if necessary.
- Request Web Coordinator to update Speaker CD Submission page with “The deadline for submitting CDs for NCCNA \_\_ has passed. NCCNA still welcomes any speaker CD or MP3’s you would like to submit for future conventions.”
- Provide BOD hotel room needs to NCCNA contract negotiator. Remember to include NCRSC BOD Rep and RSO special workers as needed in the total. The BOD Treasurer’s room is connected to the T room if room is available. If not, it is as close as possible to the T room.
- Confirm Board accommodations for meeting space and food storage are automatically in handbook as being needed each year.
- Motion for final approval of Merchandise Purchase Order.
- Verify training day(s) information and flyers for posting on the website.
- Request cash register price sheet template from BOD tech admin for register programing and updating buttons.
- Deliver cash register price sheet template to NCCNA.
- Let Special workers know to be expecting delivery of NCCNA items.

#### **Four months out:**

- Provide Equipment rental forms to Registration and Merchandise Chairs.
- Merchandise PO, to BOD for approval, work with NCCNA Liaison to BOD to make sure all the necessary information is made available to the RSO BOD, i.e. Previous year's sales totals, previous year's left over merchandise totals, etc.
- Work with the Merchandise chair to purchase raffle gifts paid for by NCRSO BOD. (\$200)
- Work with Treasures of NCCNA and BOD to update Treasury room guidelines, runner guidelines, etc., if necessary.
- BOD Radio requests to NCCNA Contract Negotiators.
- Work with Warehouse worker to ensure pallets are available for Host
- Confirm general liability insurance is requested by NCCNA. Get a blank request form to NCCNA Contracts. Also attach the RAG to request.
- Get information from Merchandise and Registrations for Register Instruction Sheets, Credit Card Instruction Sheets, Pricing Sheets for Cashiers, Programming of Registers, logo and updated buttons.

#### **Three months out:**

- Work with Contract Negotiators to verify all contracts are ready for BOD approval, if not already completed.
- Work with NCCNA Rep to BOD to make sure the list of possible treasury volunteers gets to BOD for approval.
- Confirm vendor entertainers, etc. have provided liability insurance certificates and W-9 if over payment exceeds \$600.
- Ensure programming of cash registers is complete.

#### **Two months out:**

- Provide updated bad debt list to registration, when requested.-(no checks accepted on site as of NCCNA 36)
- Work with NCCNA Treasurer to get a time schedule to provide to and BOD Sales Director to schedule BOD members in T room at all times.
- Work with Program committee to coordinate literature purchase for newcomer give-away On-site
- Deliver cash register to Merchandise and Registration. Complete the NCRSO sign out forms.



### **One month out:**

- Ensure Office Manager has contacted Credit Card Machine Company, verifying delivery of credit card machines
  - Advise Credit Card Company if outside line is required by hotel/Convention Center for use.
  - Get contact information from Office Worker. (Currently using 4 machines, plus 1 back-up)
  - Find out any programming issues. Make sure we have programming instructions and use instructions with each machine.
- Coordinate loading and unloading time for the truck with Host.
- Remind web coordinator to take down registration-site
- Work with Contract Negotiator on time schedule for onsite payments
- Communicate to BOD president the pre-con meeting and dress code
- Ensure RSO Treasurer turns on onsite merchant account. (Done 15 days before Convention)
- Ensure RSO Treasurer turns on bank analysis. (Done 30 days before Convention)
- Assign a member at large to create an emergency badge phone list to include the service animal procedures.
- Review On-site Emergency Procedure document.

### **On-Site:**

- Attend all onsite NCCNA meetings and if possible the RSO BOD meetings as well.
- Be available for signing checks onsite at any time.
- Work with Treasurers (NCCNA and RSO) to make sure BOD members fulfill their scheduled commitments and cover as needed when and where necessary for NCCNA and BOD.
- Be available for various duties onsite for both NCCNA and the RSO BOD
- Be the onsite expert with Cash Registers and Credit Card machines. Work with Registration and Merchandise to program machines, if necessary.
- Ensure the completed binder that holds Contract, W-9's, waivers and incident reports is placed in the T-room.

### **Post-Convention:**

- Get Next Convention date and location from NCCNA to website coordinator to update Website.

- Remind RSO BOD members that the date of NCCNA final meeting and budget preparation meeting. RSO BOD members are encouraged to attend to help with budget creation as we are the fiduciary body overseeing the finances of the convention
- Work with NCCNA Treasurer to figure the Sales Tax amount to be paid for Merchandise sales and provide this number and payment to the RSO Office Manager prior to the next BOD meeting.
- Verify that the cash registers and any other RSO equipment used was returned in working order and the cash registers keys were also all returned.
- Request sales amount from raffle for RSO tax filings.
- Confirm invoices to NCCNA for services rendered and that outstanding invoices from NCCNA are paid.
- Confirm with Treasurers that the correct bank account numbers are being used for next year's convention

## **Treasury**

### **Ongoing**

- Reconcile all bank accounts monthly.
- Track bank balances to maximize interest earned and minimize fees incurred.
- Obtain copies of contracts as they are signed by the BOD and calendar payments due under the terms of the contracts.
- Keep all records in order, ready to be audited at any time.
- Track budget line items and review with subcommittees if they are close to budget on any expense.
- Once pre-registration begins, work closely with the Registration Comptroller.
- Reimburse member's mileage at \$0.40 cents per mile.

### **Twelve months out**

- Prepare a suggested budget to submit to the NCCNA committee.
- Remind all NCCNA members that if they use the NCRSO office copier, we can all stay under budget on our budget line item for copies.
- Review with all NCCNA members how to fill out expense reimbursement forms correctly and completely.
- Change the merchant account number to the current NCCNA account. Correspond with the BOD to ensure the merchant account has been changed.

- Assist the new treasurer to change the online banking password. Give the new password to the BOD Rep, BOD Treasurer and the Chair of NCCNA.

### **Eleven months out**

- Submit the suggested budget to the NCCNA committee.
- Attend the Registration Subcommittee meeting prior to the opening of NCCNA registration, to meet the Comptroller and review how you will work with them regarding online and traditional pre-registrations and bank deposits.

### **Ten months out**

- Change any line items for merchandise and registration (pricing and/or names of line item) in the budget vs actual spreadsheet as well as in QB to match approved budget
- Remind Contracts to apply for Hotel and Master Credit Accounts.

### **Eight Months Out**

- Prepare Online pre-registration grids.
- Work with A&G to make sure the BOD Web coordinator has been updated with correct information for the online store.

### **Seven months out**

- Begin balancing the deposits to the current working account with the online pre-registration spreadsheet.
- Confirm the Registration Comptroller is keeping a parallel online pre-registration spreadsheet, so they can be compared and kept accurate. (Continuous from this point forward).
- Remind the BOD to order bank deposit slips and bags from Bank of the West if needed

### **Five months out (Only use if not badged)**

- Assistant Treasurer to send an email out to the NCCNA members, BOD Secretary and RSC Secretary requesting 7<sup>th</sup> Tradition volunteers. There should be a form email in the treasury documents. Need 2+ years clean time, name, email, phone, Area. Ask this group of people to provide names of people who would be good 7<sup>th</sup> Tradition volunteers.
- Begin working with Host on acquiring volunteers for 7<sup>th</sup> Tradition. Look at the lay out for Saturday night main speaker meeting to determine how many people are needed
- Assistant Treasurer will hand pick the 7<sup>th</sup> Tradition team leaders.
- Once the 7<sup>th</sup> Tradition team leaders and volunteers have been picked and confirmed, the list must be emailed to the BOD for approval.

#### **Four months out**

- Provide separate checks for cash register and credit card machine deposits and rental fees as requested by Merchandise and Registration.
- Arrange with the Contract Negotiator and Assistant Contract Negotiator to have a walk-through of the treasury room, the service elevator, and behind-the-scenes passageways at the final on-site NCCNA meeting and be sure to invite the NCRSO, Inc. BOD Treasurer and Vice President to attend this walk-through.

#### **Three months out**

- Compile a list of possible on-site volunteers to be submitted to the BOD at the second BOD meeting before the convention (in case you have to resubmit at the first BOD meeting before the convention).
- Determine Pre-Budget meeting for next cycle. (To include Chair, Vice Chair, Treasurers, Contracts, BOD Rep, and RSC Rep)

#### **Two months out**

- Submit an on-site schedule to the BOD and BOD members to sign up
- Guide Assistant Treasurer in working with Host to organize the 7th Tradition collection (other experienced NCCNA members may have ES&H to share on this process).
- Determine which bank branch is closest to convention, and call for lead time for currency pick-up.
- Prepare pull and count envelopes for Merchandise and Registration.
- Prepare onsite grids for Merchandise and Registration.

#### **One month out**

- Fill on-site schedule from approved volunteer list.
- Enlist helpers for ticket counting during packet stuffing event
- Buy fresh rubber bands for tickets.
- Complete and submit RSO rental forms for the currency counter and safe.
- Ask BOD members for treasury room snack and beverage requests.
- Review with the Contract Negotiator and Assistant Contract Negotiator who will need to be paid on-site and prepare a schedule of payments.
- Arrange with Contract Negotiator and Assistant Contract Negotiator to meet with the armored car service representative to confirm pick-up routine and times.
- Review with Registration the hours and locations of cash registers for entertainment events, if applicable.

- Shop for needed supplies and treasury room snacks and beverages (including real food).
- Program subcommittee to provide main speaker names to the treasury for inclusion on pre-registration documents.
- Make a list to submit to registration for volunteers so registration can separate those packets for early pick up.
- Review On-site Emergency Procedure document.

### **At packet stuffing event @ RSC**

- Count and band tickets for on-site events.
- Confirm needed supplies, including but not limited to: Pull envelopes, two colors of copy paper for pull forms (one for merchandise, another for registration), white printer paper, extra printer ink cartridges, counterfeit pens (may be in merchandise and registration supplies), runner backpacks, ink pens (that still write), fingertip moistener and rubber fingertips, hand sanitizer, scratch paper, Post-It Notes, adding machines and tape, extension cords, electrical power strips, and coin and currency wrappers.
- Palletize treasury room supplies stored at the RSO.

### **One week out**

- Arrange with BOD Treasurer which two BOD members (who are account signatories) will accompany you on the bank run prior to the convention.
- Write checks for on-site payments according to the payment schedule (get BOD signatures on-site).

### **One day out**

- Make the bank run with two BOD members.
- Setup treasury room.
- Meet with an armored car service representative to confirm pick-up routine and times.
- Prepare banks.
- Eat well and get a good night's sleep.

### **Post-Convention**

- Immediately following the end of convention; work with NCCNA Chair and Vice-Chair and BOD Rep to pay sales tax from merchandise sold at convention.
- NCCNA Closing Reports will include:  
**Bank Statement:** Closing Bank Statement

**QuickBooks Reports:** Closing Bank Statement Reconciliation, Profit & Loss for the Cycle, Balance Sheet for the Cycle  
**Excel Workbook:** BVA

## Secretary

### Thirteen months out

- Obtain any relevant Handbook changes from all positions and bring them to the NCCNA meeting for review.
- Proof NCCNA Handbook and Guidelines for grammatical errors.
- Attend the first NCCNA committee meeting.

### Twelve months out

- Be present at the Convention giving help to any sub-committee who needs it.
- Attend all On-site NCCNA meetings and take on-site minutes.
- Request all sub-committees meeting schedules and update the Google calendar.

### Eleven months out

- Review and discuss the timeline and job description with the Chair and Vice Chair of NCCNA.
- Update the Google drive for the next convention cycle which includes the roster, the master motion log, the master roll call, and the next convention's drive folder (which should be owned by the secretary)
- Update the report mask and the minutes mask with the generic NCCNA logo.
- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance record, and master motion log as directed by the Chair/Vice-Chair.
- Request all sub-committees meeting schedules and update the Google calendar.
- Make Handbook updates decided by the NCCNA committee.

### Ten months out

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and master motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

**Nine months out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and master motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

**Eight months out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master motion log as directed by the Chair/Vice-Chair.
- Walk through all facilities on site.
- Once we have final approval of the logo, update the Minutes Mask and Report mask with the current cycle's main logo.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

**Seven months out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

### **Six months out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master motion log as directed by the Chair/Vice-Chair.
- Attend the on site walk through
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

### **Five months out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master Motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

### **Four months out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.



- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

### **Three months out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

### **Two months out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

### **One month out**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.

- Update the Google calendar with any necessary changes.
- Review On-site Emergency Procedure document.

**On Site\_**

- Keep accurate and objective minutes of each meeting.
- Type and e-mail copies of minutes to all committee members and the Web Coordinator.
- Prepare roster, attendance records and Master motion log as directed by the Chair/Vice-Chair.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

**Post-Convention**

- Request notes of what worked and what didn't work from all NCCNA committee members.
- Make Handbook updates decided by the NCCNA committee.
- Update the Google calendar with any necessary changes.

**Appendix Categories B: Exp**

Badge Lamination and Lanyards	Miscellaneous
Banner Design	Postage, Copies and Supplies
Brochure/postcard Development	Printing Color Design and Layout
Shipping Hotel Room	Signs Program Development
Telephone	Main Logo Development
Travel	

**Entertainment**

Comedy Show	Ice Cream Social Lights/Electrical
Dance Floor and Risers Live Music	Decorations Miscellaneous
DJ and Karaoke	NA Un-plugged
River Boat Cruise	Play
Games and Prizes	Postage, Copies and Supplies
LGBT	Telephone
Golf Tournament	Travel
Hotel Room	Special Event

**Executive**

Armored Car	Bad Debt Fees
-------------	---------------

Bad Debt  
Communications  
Convention Rollover Loan  
Hotel Room  
Lodging  
Postage, Copies and Supplies  
Travel

Bank Charges  
Convention Center Rent  
Equipment Purchase and Repair  
Insurance  
Meeting Rent (RSO) Miscellaneous  
Telephone

**Merchandise**

Bags  
Hotel Room  
Merchandise  
Postage, Copies and Supplies  
Sales Tax  
Shipping  
Travel

Credit Card Phone-line  
Meeting Room Rent  
Miscellaneous  
Registration Packets  
Security  
Telephone  
Volunteer Ribbons

**Host**

Audio-Visual  
Convention Center Security  
Decorations  
Hotel Room  
Lights, Electrical and Labor  
Lodging  
Medical Standby

Meeting Room Rent  
P.O. Box Rental  
Miscellaneous  
Postage, Copies and Supplies  
Stage Rental and Chairs  
Telephone  
Travel Truck and Van Rental

**Program**

Hotel Room  
Interpreters  
Miscellaneous  
P.O. Box Rental  
Telephone

Postage, Copies and Supplies  
Meeting Room Rent  
Newcomer Literature  
Speaker: Hotel Rooms, Registrations, Travel

**Registration**

Credit Card Phone-line  
Hotel Room  
Meeting Room Rent  
P.O. Box Rental  
Telephone

Postage, Copies and Supplies  
Lodging  
Miscellaneous  
Registration Envelopes  
Travel

**Appendix C: On-site Guidelines for Handling Money**

- Clean time requirement is two (2) years.
- No cash register with a key in the slot will be left unattended.
- Volunteers are to work their complete assigned shift unless released by Shift Leader or NCCNA member.
- Over rings are to be entered into the error log and signed off by Shift Leader or NCCNA Member.

- Errors should be circled on interior register tape and put-with receipt-into the register.
- Shift Leaders or NCCNA members are the only ones allowed to move money from drawer to drawer.

### **Shift**

- When cashiers need a break, their drawer will be locked and the register key given to the Shift Leader, pending volunteers return.

### **Check Approval**

- Clean time requirement is two (2) years.
- Obtain “Bad Debt List” and “Check Approval Guidelines” from RSO.

### **Raffle Ticket Sales**

- Clean time requirement is two (2) years.
- Coordinate with Shift Supervisor and NCCNA member for ticket/cash retrieval.

## **Appendix D: Newcomer Registration Packet Giveaway Procedure**

- Newcomer Registrations are reserved for the newcomer with less than thirty days clean time who cannot afford the price of registration.
- Any newcomer requesting must attend one Newcomer Workshop.
- Each newcomer receiving a registration will be asked to make a donation to the Newcomer Fund.
- Registrations will be distributed on a first come, first served basis at hours that will be posted.
- The RSC Rep to NCCNA is the member who is ultimately responsible for the organization and the success of the Newcomer Registration Workshop and Packet Giveaway, i.e. scheduling, spot checking, etc.
- At least two (2) NCCNA members will assist in the packet giveaway.
- Working together, the NCCNA Chair and RSC Rep to NCCNA will choose two (2) members of the fellowship to facilitate the workshop.
- Times and locations of Newcomer Registration Packet Giveaway should be posted on signage detailed at Registration and at the room where the workshop will be presented.
- Giveaways shall take place once on Thursday, twice on Friday, and twice on Saturday.
- All available Newcomer Registrations will be available to be given away at each session.

- The Host Volunteer Coordinator will provide at least two (2) volunteers to monitor the line outside the room.
- Line monitors will possess the ability to talk to the Newcomer Registration Packet Giveaway candidates in an appropriate manner and will be instructed to “work” the line.
- Line monitors will not let anyone enter the room once the workshop has started.
- The newcomer clean-time requirement will be announced at the beginning of the presentation.
- The newcomer will be asked their name and introduced to both interviewers, hugs will be offered.
- Newcomers with less than thirty days will be told that they can be given a registration package and asked if they can donate anything to the newcomer fund. Regardless of their answer they will be given the registration package and welcomed to NA again.

## **Appendix E: Procedure On Use of Credit Card**

- The Northern California Regional Service Office (NCRSO), Inc., Board of Directors (BOD) has procured a credit card for the Northern California Convention of Narcotics Anonymous (NCCNA) Committee to use. Cards will be issued in the names of, and held by, the Chair and Vice-Chair of NCCNA.
- The credit card will be used to pay for travel for main speakers for the convention, for the rental of the truck used to move equipment and supplies to the convention site from the NCRSO and back again, and for the rental of a vehicle to transport people, including, but not necessarily limited to, speakers and entertainers from and to airports. Charges for these items must stay within the budgeted amount approved by the NCCNA committee.
- The credit card can also be used to pay for other convention-related expenses that occur at times and places where writing a check is not acceptable and/or practical, provided these expenses are for a budgeted item approved by the NCCNA committee. The use of the credit card in these instances will happen only after the Chair or Vice-Chair checks in with another member of the administrative committee of NCCNA or a NCRSO, Inc., BOD member, about who needs to be paid, for what, and why using the credit card is necessary.
- Receipts must be obtained for each use of the credit card and submitted, with the budget line item noted on them, to the NCCNA Treasurer so a timely and accurate reconciliation can be made for each monthly statement.
- The Treasurer will include a copy of the statement, with the account number hidden, and a reconciliation in the monthly treasury report.

## **Appendix F: Merchandise Policy and Procedures**

### **Merchandise Store Hours:**

Thursday	Noon – 6:00 PM	9:00 PM – 11:00 PM
Friday	10:00 AM – 6:00 PM	9:00 PM – 11:00 PM
Saturday	10:00 AM – 6:00 PM	9:00 PM – 11:00 PM
Sunday	9:00 AM – Noon (Alternative Store)	

### **Merchandise Room Procedures: Sales Policy**

- No Refunds.
- All sales are final.
- Returns or exchanges will be made for defective workmanship only. Original receipt must be available.

### **General Staff Guidelines**

- Volunteers must check in with Shift leader at the start of their shift.
- All volunteers must obtain and wear a volunteer ribbon. Ribbons should be returned at the end of each shift.
- No holding or reserving of merchandise.
- Volunteers may not shop during their shift.
- Only cash register volunteers may accept money.
- No food or drink is allowed in the merchandise room.
- Keep all tables neatly stocked with all available colors and sizes.
- Be friendly and help people find what they need.
- Direct all complaints to a Shift Leader.
- Train your replacement and check out with your Shift Leader prior to leaving your station.
- Notify the NCCNA Merchandise Coordinator or Assistant Coordinator if you spot shoplifting.

### **Shift Leader Procedures**

- Check your volunteers in and out of their shifts.
- Remove all displays pertaining to sold out items.
- Notify the Merchandise Coordinator or Asst. Coordinator if additional volunteers are needed.

- Supervise all display table volunteers and door monitors.
- Refer all complaints to the Merchandise Coordinator or Asst. Coordinator.
- Be friendly and positive with staff and customers.

### **Register Shift Leader Procedures**

- Check your volunteers in and out of their shifts.
- Notify the Merchandise Coordinator or Asst. Coordinator if additional volunteers are needed.
- Maintain equipment.
- Supervise all register stations and credit card transactions.
- Refer all complaints to the Merchandise Coordinator or Asst. Coordinator.
- Be friendly and positive with staff and customers.

### **Appendix G: Main Speaker Meeting Secretary/Reader Selection**

- The NCRSO President, Vice-President or designee shall Secretary the Thursday Night meeting.
- The NCCNA Vice-Chair shall Secretary the Friday Night meeting.
- The NCCNA Chair shall Secretary the Saturday Night meeting.
- The RSC Chair, Vice-Chair or designee shall Secretary the Sunday Morning meeting.
- The remaining secretaries, readers and facilitators of the clean time countdown and geographic countdown, will be randomly selected, via a lottery drawing held at the NCCNA meeting, 3-months out, of the qualified members of NCCNA Subcommittees, NCRSO BOD, NCRSC FST and NCCNA committee members.
- If there are any open slots the NCRSC RCM's will be invited to be selected via lottery at the NCCNA 3-months out meeting.
- It is the responsibility of the chairs (NCCNA Subcommittee Chairs, RSC Representative and BOD Representative) to submit a vetted roster of the qualified members at the 4-months out NCCNA meeting.
- The remaining secretaries shall be selected randomly, via a lottery drawing held at the January NCCNA Meeting, of the qualified Chairs and Vice-Chairs of the NCRSC, NCRSO, and the subcommittees of NCCNA.
- Readers and facilitators for the Clean Time and Area Countdowns will be selected randomly, via a lottery drawing held at the January NCCNA Meeting, of members of the NCRSC Admin, NCRSO, NCCNA and the subcommittees of NCCNA.

- The Program Subcommittee Chair or Vice-Chair will contact those individuals who have been selected and tell them that NCCNA would like them to Secretary/Read (depending on what they've been selected to do) at a main speaker or medium meeting.
- The Program Subcommittee Chair or Vice-Chair will explain to the selected individual that this would require the individual to speak at a microphone in front of a large crowd and ask the participant if this is something they would be able to do.
- If the member expresses his/her ability to perform the task, the Program subcommittee member will confirm the date, time and task with the individual.
- In the event that someone selected is not able to fulfill the commitment, the Program Subcommittee Chair or Vice-Chair will randomly select a candidate from those members who have not yet been selected.

**Appendix H: Sample Email Content For PDF Brochure/Postcard To Outside Regions**


Subject: Northern California Convention of Narcotics Anonymous xxx

Attachment: NCCNA xxxx Brochure/Postcard. PDF

Hello,

I am a member of the Registration Subcommittee for the upcoming Northern California Convention of Narcotics Anonymous. The convention will be held in (Name of city), California, (mm/dd/yyyy)

We are attaching a PDF version of our brochure/postcard. Please help us get the information to the fellowship through your website. Here is a link to the NCCNA page of our regional website: [www.norcalna.org/nccna.php](http://www.norcalna.org/nccna.php) and here is a link to the NCCNA xxx brochure/postcard in a PDF file: \_



[www.norcalna.org/pdf/NCCNAxxxBrochure.pdf](http://www.norcalna.org/pdf/NCCNAxxxBrochure.pdf). If you have a calendar of events, please place the information and/or the links on your calendar.

Thank you for allowing me to be of service,  
NCCNA xxx Registration Subcommittee

## **Appendix I: NCCNA Regional Email Marketing Policy**

### **Purpose:**

The Northern California Convention of Narcotics Anonymous email list contains the email addresses of members of the Narcotics Anonymous fellowship that have agreed to be added to the NCCNA email list. This list shall be used for marketing and informational purposes that relate to the Northern California Convention of Narcotics Anonymous only.

### **Administration:**

- The NCCNA email list shall be housed on a secure server.
- The legal entity of this account shall be the Northern California Regional Service Office.
- In addition to A&G, the NCCNA Chair and Vice-Chair shall have access to this account and will be responsible for the administration and submission of emails to the email list. In addition, the NCRSO representative to NCCNA shall be given this password if requested.

### **Maintenance:**

- The registration chair at the end of each convention cycle shall submit an updated list of email addresses from the comptroller of individuals that have been requested to join the NCCNA mail list via NCCNA registration form.
- The Chair/Vice-Chair of NCCNA shall be responsible to maintain the accounting, payments and updating of this list for the secure mail server account.

### **Amendments:**

This policy may only be amended by the NCRSO, Inc. as it retains the final authority to reverse or modify this policy.

## **Appendix J: Host Subcommittee Members Duties and Job Descriptions**

All members are required to attend regularly scheduled Subcommittee meetings. A written report should be submitted to the secretary prior to the meeting at a deadline set forth by the Chair, Vice-Chair or secretary. Timelines should be handed

out by the Chair/Vice-Chair detailing who is responsible for specific tasks. All members are required to attend all hours of the convention or have someone fulfill their duties in their absence.

**Chair** and **Vice-Chair** are required to complete and follow all information set forth under “General Subcommittee Responsibilities” in this Handbook.

### **Secretary**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from all committee members.
- Type and e-mail copies of minutes and Agenda to all committee members.
- Prepare roster, attendance records and Agenda as directed by the Host Chair/Vice-Chair.

### **Volunteer Team Leader**

- Create a grid and staff the Host table onsite. Ensure it opens and closes on time.
- Create and organize grids to log all volunteers received from email, mail-in and online registrations as well as sign-up sheets mailed to NCRSO.
- Send receipt of information emails to all volunteers.
- E-mail volunteers to all volunteer leaders; Registration, Program, Merchandise, Entertainment and Host (Monitors, Greeters, Hospitality, Room Set-up, Decorations and Table)
- Collect and organize all completed grids from volunteer leaders and utilize on-site as volunteers check-in.
- Ensure all timeline items are completed as they pertain to the Volunteer Team Leader.

### **Hospitality Team Leader**

- Create and organize volunteer grids to cover the staffing of any shift leaders and general volunteers for; the Hospitality Game/Quiet rooms and the Hospitality table(s) in the Hotel and/or Convention Center.
- Create and organize a binder(s) detailing as many local restaurants, services and points of interest as possible to be displayed at the Hospitality table(s). Binder(s) should include maps with locations, phone numbers, business cards or pamphlets.
- Coordinate with the Host Chair/Vice-Chair to purchase sheets to be signed for the wrapping of newcomers at the Saturday Main Speaker Meeting and markers, if needed. A table will be located as close as possible to the Hospitality table to oversee that sheets are replaced when full until all sheets have been used. (Ensure there are no tablecloths on or around this table)
- Ensure with the Host Chair/Vice-Chair that there is an adequate supply of games, playing cards, etc. for the game room.

### **Monitor Team Leader**

- Create and organize volunteer grids to cover the staffing of any shift leaders and general volunteers for; any and all lines that may form for meetings or entertainment events, areas around registration or merchandise, hotel and convention center lobbies/foyers, congested entrances or crowded congregation areas. Monitors may also be needed to direct crowds of people before/after large meetings or entertainment events.
- Ensure you have an early morning volunteer to monitor the line for the alternative store Sunday, as early as 5am.
- Work closely with Volunteer Team Leader to ensure all other areas and committees have adequate staffing; some monitors may be given to other teams when needed.
- Ensure there is always a member of the Monitors Team at the Host table.

### **Room Set-up Leader**

- Create and organize volunteer grids to cover staffing of any shift leaders and general volunteers to; ensure all items on the BEO or room set-up grid are in every room prior to the start of a meeting, workshop or entertainment event.
- Work with Host Chair/Vice-Chair, Room Assignments Leader and NCCNA Contracts Team to create BEO from the Program version of the Room Assignment Grid (RAG).
- Inform Host Chair/Vice-Chair of any and all issues immediately so they can be resolved prior to the start time of the meeting or event.

### **Decorations Team Leader**

- Develop three decoration concepts from the current year's convention theme.
- Calculate approximate costs and time associated with the design, development and construction of the concepts.
- Present and discuss three concepts with the Host Subcommittee. Ensure the Host Chair/Vice-Chair are clear with all facets of the three concepts. (After approval at Host they must be approved at NCCNA) One will be chosen as the decorations plan for the convention.
- Organize volunteers to create, build and transport decorations prior to the event as well as on-site.

### **Room Assignments Leader**

- Work closely with; Host Chair/Vice-Chair, Program Chair/Vice-Chair, Entertainment Chair/Vice-Chair, Host Room Set-up Leader and Regional H&I/P.R. representatives to organize and slot everything for the entire convention.

- Collect and organize Information received from; Host, Program, Registration, Merchandise, Entertainment, BOD, RSC (regional H&I/ P.R.) to create and organize the Program and Host versions of the Room Assignment Grid (RAG).
- All information will also be used; to work with Host Chair/Vice-Chair, Room Set-up Leader and NCCNA Contracts Team; to create combined and separated BEO's from the Program version of the Room Assignment Grid for the Hotel and Convention Center.

### **Greeter Team Leader**

- Create and organize volunteer grids to cover staffing of any shift leaders and general volunteers to; staff greeters for Hotel/Convention Center entrances and Main Speaker Meeting entrances. Ensure the placement of Greeters does not create a congestion issue.

### **Transportation Leader**

- This position requires members to; be at least 25 years of age, (required by most rental agencies) , possess a clean driving record, have a valid Class C driver's license and automobile insurance.
- Collect and submit a minimum of three truck rental quotes. Truck should be able to hold between six and twelve pallets and possess a lift gate.
- Coordinate with Host Chair/Vice-Chair to acquire NCCNA credit card for truck rental prior to convention week.
- Pick up and return truck per rental agreement. Truck is needed the week of the convention on Wednesday and Sunday/Monday. Trucks can be rented for two days and returned in between, or rented and parked at the hotel/ convention center. Need to coordinate with the Host Chair/Vice-Chair to acquire parking instructions or passes from the NCCNA Contracts Team. Be sure the truck is clean and refueled according to the rental contract prior to return.
- Coordinate with the Host Chair/Vice-Chair the order in which pallets and items should be loaded to ensure they are unloaded in proper order. Collect and organize volunteers (from 2-6) to help load and unload the truck at the Regional Service Office (RSO), located in Fairfield, and at the hotel/convention center.
- Coordinate with Host Chair/Vice-Chair and NCRSO, Inc. to pick up all convention materials and supplies on Wednesday morning of the Convention. Plans should also be made to return all items on Sunday or Monday, post-convention.

### **Host Liaisons**

#### **Program**

- Attend both Host and Program Subcommittees.

- Submit a written report and act as an information conduit between both committees.

### **Registration**

- Attend both Host and Registration Subcommittees.
- Submit a written report and act as an information conduit between both committees.

### **Entertainment**

- Communicate with the Chair/Vice-Chair of Entertainment to ensure all needs are being met and submit a written report to the Host Chair.
- Help collect and organize volunteers as directed by the Entertainment Chair/Vice-Chair prior to the convention.
- Work closely with the Entertainment Chair/Vice-Chair and volunteers on-site to ensure all staffing needs are being met.

### **Merchandise**

- Communicate with the Chair/Vice-Chair of Merchandise to ensure all needs are being met and submit a written report to the Host.
- Help collect and organize volunteers as directed by the Merchandise Chair/Vice-Chair prior to the convention.
- Work closely with the Merchandise Chair/Vice-Chair and volunteers on-site to ensure all staffing needs are being met.

## **Appendix K: Program Subcommittee Members Duties and Job Descriptions**

All members are required to attend regularly scheduled Subcommittee meetings. A written report should be submitted to the secretary prior to the meeting at a deadline set forth by the Chair, Vice-Chair or secretary. Timelines should be handed out by the Chair/Vice-Chair detailing who is responsible for specific tasks. All members are required to attend all hours of the convention or have someone fulfill their duties in their absence.

**Chair** and **Vice-Chair** are required to complete and follow all information set forth under “General Subcommittee Responsibilities” in this Handbook.

### **Secretary**

- Keep accurate and objective minutes of each meeting.
- Solicit monthly email reports from committee members.
- Type and e-mail copies of minutes and Agenda to all committee members.

- Prepare roster, attendance records and Agenda as directed by the Host Chair/Vice-Chair.

### **Main Speaker Work Group Leader**

- Primary Objective is to fill the Main Speaker Grid from the grading sheets filled out by members listening to speaker CD's/MP3's.
- Only members who have ten years clean are eligible and have not spoken at a Main Meeting at NCCNA within the past five years.
- Keep a detailed list of the grading sheets used in the process and provide them to the Program Chair and Vice-Chair.
- The work group will prepare a listing of the top 20 speakers providing all individual speaker information including but not limited to: Name, gender, ethnicity, clean date, sexual orientation, airport they will be traveling from if applicable and demographic information. This list will be presented to NCCNA by the Program Subcommittee Chair for final approval.
- The selections must represent ethnic, gender, geographic and sexual orientation diversity.

### **Topic Speaker Work Group Leader**

- Primary Objective is to fill the Topic Speaker and Secretary Grid from the approved names submitted to NCCNA.
- Speakers and secretaries must meet requirements as determined by NCCNA.
- Keep a detailed list of approved members used in the Topic Grid and hand off the remaining members to the Marathon Work Group to fulfill the Marathon Grid.
- Once the Topic Grid is full and balanced by Area there will be three separate confirmation calls using the established scripts.
- Topic grids will be provided to the Formatter as designated by the Program Subcommittee Chair.

### **Marathon Speaker Work Group Leader**

- Primary Objective is to fill the Marathon Speaker and Secretary Grid from approved names submitted to and approved by NCCNA.
- Speakers and secretaries must meet requirements as determined by NCCNA.
- The number of members for each Area must meet the Area Balance numbers approved by NCCNA.
- Keep a detailed list of approved members used in the Marathon Grid.
- Marathon keeps all the names of members not used by Topic.
- Once the Marathon Grid is full and balanced by Area there will be three separate confirmation calls using the established scripts.

### **Spanish Work Group Leader**

- Coordinate with the Spanish Area to develop program format and requirements.
- Provide all potential secretaries and speakers names and clean dates for approval by NCCNA.
- Report to the Program Subcommittee for all requests to be submitted to NCCNA.
- Work directly with the Program Subcommittee Chair to complete monthly timeline tasks.
- Responsible for scheduling all volunteers for the Spanish program events and the Spanish Program check-in table.
- Responsible for translation of flyers and documents as requested by NCCNA.

### **Volunteer Work Group Leader**

- Responsible for calculating area percentages for number of speakers and secretaries from each area for topic and marathon grids.
- Responsible for preparing speaker and secretary marathon and topic grids for vetting at NCCNA.
- Responsible for preparing volunteer grids for all volunteers utilized during the convention.
- Prepares the shift grid for volunteers needed for the onsite Program Table consisting of Shift Leaders, Runners and table volunteers for Main, Topic, and Marathon.
- Will also assemble all of the meeting folders containing all readings, formats, 3 minute cards for each Topic and Marathon meeting.
- Works closely with the Chair and Vice-Chair to maintain a full and complete list of all members who have signed up, volunteered, been approved by NCCNA.

### **Program Liaisons**

#### **Host**

- Attend both Program and Host Subcommittees.
- Submit a written report and act as an information conduit between both committees.

#### **Area**

- Attend both Program Subcommittees and monthly Area Service Committee Meeting.

- Submit a written report and act as an information conduit between both committees.

## **Appendix L: Registration Subcommittee Members Duties and Job Descriptions**

All members are required to attend regularly scheduled Subcommittee meetings. A written report should be submitted to the secretary prior to the meeting at a deadline set forth by the Chair, Vice-Chair or secretary. Timelines should be handed out by the Chair/Vice-Chair detailing who is responsible for specific tasks. All members are required to attend all hours of the convention or have someone fulfill their duties in their absence.

**Chair** and **Vice-Chair** are required to complete and follow all information set forth under “General Subcommittee Responsibilities” in this Handbook.

### **Comptroller**

- Minimum of two (2) years clean.
- Must have experience with Microsoft Excel or other spreadsheet software.
- Must have some knowledge of accounting practices.
- Must have the ability to check the P.O. Box as needed.
- Must have the time and willingness to do the job.
- Maintain and update pre-registration database through QuickBooks or Excel.
- Confirm with treasurer all numbers and be able to reconcile monies collect to date.
- Have the database organized for onsite needs.
- Download all information necessary from the online store to track pre-registrations.
- Track all pre-registration merchandise ordered and distribute information to the merchandise chair for ordering prior to the convention.
- Be able to make deposits from P.O. Box at least twice a week.
- Be willing to update database from online store at least twice a week and reconcile with treasurer’s numbers.
- Be willing to ask questions and work to find solutions.
- Responsible for keeping track and updating incoming registrations.
- Work with the NCCNA Treasurer to make deposits in a timely manner.



### **Assistant Comptroller**

- Minimum of two (2) years clean.
- Must have experience with Microsoft Excel or other spreadsheet software.
- Must have some knowledge of accounting practices.
- Must have the ability to check the P.O. Box as needed.
- Must have the time and willingness to do the job.
- Help maintain and update the pre-registration database through QuickBooks or Excel.
- Have the database organized for onsite needs.
- Download all information necessary from the online store to track pre-registrations.
- Be able to make deposits from P.O. Box at least twice a week.
- Be willing to ask questions and work to find solutions.
- Responsible for helping keep track and update incoming registrations.

### **Secretary**

- No clean time requirement.
- Must have access to a computer and e-mail.
- Must be organized.
- Must have the time and willingness to do the job.
- Will be responsible to create and update the agenda and meeting minutes.
- Create and organize archives for the next year's committee.

### **Volunteer Coordinator Leader**

- Minimum one (1) year clean.
- Must have experience with Microsoft Excel or other spreadsheet software.
- Must have the time and willingness to do the job.
- Work closely with the Host Subcommittee to gather and call volunteers.
- Coordinate registration packets.
- Create volunteer grids.
- Coordinate subcommittee training days.
- Work with volunteers on policies and procedures.

### **Assistant Volunteer Coordinator/Liaison to Area**

- Minimum one (1) year clean.
- Must have experience with Microsoft Excel or other spreadsheet software.
- Must have the time and willingness to do the job.
- Work closely with the Host Subcommittee to gather and call volunteers.
- Coordinate registration packets.
- Create volunteer grids.
- Coordinate subcommittee training days.
- Work with volunteers on policies and procedures.

### **Pre-Registration Coordinator**

- Minimum two (2) years clean.
- Must have experience with Microsoft Excel or other spreadsheet software.
- Must have the time and willingness to do the job.
- Assist and track pre-registration volunteers confirming their clean time requirements.
- Take lead in the selection of the pre-registration merchandise process.
- Manage volunteers for pre-registration service slots.
- Manage pre-registration merchandise onsite.

### **Cash Register Team Leader**

- Minimum two (2) years clean.
- Must have experience with Microsoft Excel or other spreadsheet software.
- Must have the time and willingness to do the job.
- Take the lead of a four person Register supervision team.
- Coordinate and supervise cash register training at Registration Table during all training days.
- Confirm all cash register volunteers get certified.

## Appendix M: NCCNA Sensitivity of Information Statement



### NCCNA Sensitivity of Information Statement

While it is generally considered that NA service meetings are open to anyone, and business that takes place is available for full fellowship review, certain aspects of NCCNA business must be held to a higher level of confidentiality.

This is especially true, but not limited to, who is being considered for, or who has been chosen to be a potential convention speaker or secretary. There have been historic examples of this information making it back to those members when in fact, those members ended up not being chosen to be of service; subsequently, they have ended up with hurt feelings. It is the duty and responsibility of every member of NCCNA, every member of NCCNA's subcommittees, and every visitor to NCCNA, to ensure that our fellowship's confidentiality is maintained. Again, this is not about secrecy or censorship, but about being sensitive to the effect our premature sharing of information can have on the individuals involved. Information should only be passed on by those designated to do so when it has been fully approved at the NCCNA committee level.

The NCCNA handbook states that information intended to be passed on to the members of the Northern California fellowship from the NCCNA committee is only done so through communication from the NCCNA representative to the Regional Service Committee. Any other method of sharing this information is highly discouraged.

There are many ways to pass this information inappropriately: word of mouth, texting, and of course, the fastest and most destructive way, social media. This request for being sensitive isn't something that is covered by a particular tradition or concept. This is about us, as a committee, being consciously aware of how information shared at an inappropriate time can be hurtful to our members and harmful to the functioning of the NCCNA committee.

Please use common sense and prudence with what you choose to share with the world. As with any form of communication, please think about the consequences. If you are unsure whether to broadcast the information, the benefit of doubt should always go toward protecting a member's anonymity and feelings.

## **Appendix N : NCCNA Facebook Page Policy**

### Mission

To provide a communication tool for NCCNA, that follows the principles of the Twelve Steps and Twelve Traditions with integrity and effectiveness for members.

### Purpose

Welcome to the official Facebook Page for the NCCNA. This group is intended to be used for communication, report sharing, and service related discussions for NCCNA.

To protect anonymity, it is set up as a “secret” group which means it is not found in any type of search on the internet by the public or its members. Any posts here will not show up on your friends’ newsfeeds unless they are also members of this group.

All opinions and concerns are welcomed equally. However, personal attacks on character will not be tolerated and will be addressed according to our guidelines. Please adhere to the principles in the Steps and Traditions when posting and remember to place “principles before personalities”.

### Media and Settings

- Facebook will be used as the media source for this discussion group with the following settings: ○
  - Privacy: Private Group. Only members can find the group and see posts.
  - Membership Approval: Any member can add members but an Admin must approve them. ○
  - Description: The above “Purpose” will be used for the group description and remain pinned at the top of the page.
  - Posting Permissions: Admins can post to the group. (member can post but and Admin must approve the post)

### Membership

- Any interested NA member can join the NCCNA Facebook group.
- Interested members must provide their Facebook contact info and their email address associated with their Facebook profile.
- Interested members can talk to current group members or Admins to be added to the group. ●
- Members should refrain from threatening statements, name calling, personal attacks on character, and non-NA related posts.

### Administration

- Admins will consist of \_\_\_\_ members. They are the NCCNA Chair, NCCNA Vice-Chair, A&G Team, RSC Rep, BOD Rep and 1 NCCNA member at large.

### Admin Responsibilities

- The NCCNA Chair Admin will keep a log of any disruptive behavior and removals. This log will be passed to the next NCCNA Chair for record keeping purposes.
- Admins will handle disruptive behavior as outlined in the “Disruptive Behavior” section below. ●
- Admins will review and approve new members to the Facebook group.

### Disruptive Behavior

- Any member making threatening posts will be immediately removed from the NCCNA Facebook Group.
- Disruptive behavior not warranting immediate removal will include name calling, personal character attacks, and non-NA related posts. Disruptive behavior will be handled by the Admins. ○
  - First Offense: Chair will delete posts and reach out by private message to the member concerning their disruptive behavior. It will be suggested that the member read the NCCNA Facebook guidelines. Log this info in the record.
  - Third Offense: Chair will delete the post and inform the member they are being removed from the group page. Log this info in the record.

- After removal from the NCCNA Facebook page a member may be added back to the group in one of two ways:
  1. Any removed member may wait a year and be added back to the discussion group in the same manner initial membership is granted.