

SERVICE INVENTORY

A service body may want to consider sending this inventory to the groups, trusted servants, and experienced members. Everyone contributes to the planning process when they answer these questions. Using a five-point scale assists a service body to see where improvement is needed and where there is outstanding service provision.

A scale can simply be:

1	2	3	4	5
Not at all	Needs Improvement	Adequate	Outstanding	Excellent

Members provide a number next to each question. The numbers are totaled and the service body will see where the largest need for improvement (2) is noted and be able to see where services are excellent (5).

How well has the service body done this year with providing services?

- _____ The service body communicates information effectively and regularly between service bodies and the groups.
- _____ The service body responds to the needs of those they serve.
- _____ The service body has sufficient funds to meet the service needs.
- _____ Trusted servants of the service body have mentoring and training; they feel valued and supported.
- _____ The service body focuses on unity and effectively carries the message of recovery through its services.
- _____ Trusted servant positions are filled with qualified members by matching talent to task.
- _____ Trusted servant leaders have a term of service which includes mentoring a trusted servant for leadership.
- _____ Open trusted servant positions within the service body are filled within 60 days with a qualified member.
- _____ The service body uses consensus-based decision making.

How well has the service body done this year in making NA's message more widely known in the larger community?

- _____ The trusted servants of the service body have regular interactions with professionals in the community who interact with addicts.
- _____ The service body is timely in its response to the needs to the larger community.
- _____ The service body has the human and financial resources to carry NA's message of recovery in an efficient and effective way.
- _____ The trusted servants who interact with members of the community are regularly trained.
- _____ The service body has established helpful, mutual relationships with those in the larger community.
- _____ Professionals and agencies in the larger community can easily reach an NA member who is in a position to respond to their questions or requests.

Is there any particular service and/or function that you perceive is outstanding within the service body?
Please identify:

Is there any one service and/or function within the service body that you perceive needs improvement?
Please identify:

Is there any service that is being provided that is no longer needed or can be combined with another service?

Is there any service that is not being provided that is needed?
