

PSZF H & I Workshop
10/01/05

Who We Are

- a. We must maintain the clarity of our message.
- b. H & I committees should always try to use proven methods.
- c. H & I committee members are the first ones in and the last ones out.
- d. H & I is a “we” committee. Try to never go to a facility alone.
- e. Our message is not drug specific. We deal with our disease, not our symptoms.

What We Do

- a. We carry the message
- b. We work in conjunction with Public Information. PI makes the initial contact with new facilities.
- c. When sharing with other members, we should avoid acronyms when sharing about what H & I does.

Where We Go

- a. Committees may go anywhere we are welcome. This new attitude will be reflected in the new Public Relations Handbook.
- b. It is important to keep human resources in mind when selecting facilities.
- c. Gage the format of the meeting to the facility and the length of its' clients stay.
- d. Try to maintain consistency of message when sharing in an H & I meeting and your home group. For example, when sharing in an H & I facility, you introduce yourself as an addict, that same language should be reflected in your sharing in your home group as well
- e. Set goals for your H & I committee.
- f. Develop orientation programs/packets for new committee members.

Dealing with Facilities

- a. Negotiate contracts carefully; gather as much information as possible before going in.
- b. Maintain communication with facility- be clear what to expect.
- c. Staff and administration communication is not always clear. Administration doesn't always inform staff about what to expect from us. Public Information can work on this.
- d. Many committees are having difficulty growing committees.
- e. Be mindful of conduct before and after presentations- remember, we represent NA.
- f. Evaluate the needs of the facility first. Shift from H&I/Pi mindset to public relations mindset.

Attracting New Members

- a. Committees may consider doing a presentation to NA groups about H & I work.
- b. When sharing in your home group, talk positively about service experiences.
- c. Sponsorship has been found to be helpful in recruiting members to H & I.
- d. Personal calls inviting members to join is another tool to grow committees.
- e. Manage human resources carefully- let members with less clean time speak.
- f. Mentorship and effective leadership are important to attracting members.
- g. Don't overcommit to avoid burnout.

Experienced Members

- a. Acknowledge/ appreciate experienced members-thank them personally.
- b. Reduce commitment and rotate members
- c. Encourage adaptability.
- d. On-line forums and other forum like service days may be effective ways to attract experienced members.
- e. Goal orientated committee plans help foster leadership potential. Committees need plans/goals to attract.
- f. Assume personal responsibility.

Training New Members

- a. Quality control, including the clarity of our message is important.
- b. Committees are encouraged to use orientation packs.
- c. Follow through after initial training is important.
- d. Inform the Fellowship of H & I needs/ purpose.
- e. Define time commitment to new members.
- f. Must overcome fear of training members with more clean time.

Solutions

- a. Inform the fellowship that H & I is fun.
- b. Newsletters are a good way to share personal experience about positive H & I experiences.
- c. Send liaisons from home groups to H & I meetings.

Quality Control

- a. Team up long term members with newer members.
- b. Require continuing education for previously trained members.
- c. Chairs call facilities to see how we're doing.
- d. Tests follow training.
- e. Sit-ins required for new members prior to speaking the first time.

- f. Conduct outside area/regional inventories to gain outsider's perspective.
- g. Conduct pre and post meeting with panel members surrounding presentation.
- h. Hold an annual meeting with each facility to get feedback.

Relationship with PI

- a. Dual committee attendance required for both H & I chair as well as PI chair.
- b. Understanding of each committee's responsibility and designation is helpful for facilities.
- c. Overlap subcommittee meetings.
- d. Know each other.