

November 2008

Greetings Chicagoland Region:

You may have heard that the Board of Directors of the Chicago Service Office has begun a process of changing the staffing at the CSO. The Board unanimously agreed to this change after a lengthy review of CSO operations and careful consideration of the direction in which the Office needs to go. This decision was painful, as most change is, but the Board believes that this change is necessary if the CSO is to meet the needs of the Areas and Groups and help them fulfill our primary purpose.

One of the changes the Board has decided upon is that the position of lead CSO staff should be a paid position. To this end, the CSO engaged in a process to recruit qualified professionals to manage store operations. In August of this year, we hired Michelle R. for this position. Michelle, under the supervision of the BOD Office Manager, has been working diligently to serve the literature and materials needs of the NA Fellowship in this region.

New hours for the CSO have been posted on the CSO website. Those new hours are:

<i>Monday thru Wednesday</i>	<i>11 a.m. until 5 p.m.</i>
<i>Saturday</i>	<i>10 a.m. until 4 p.m.</i>
<i>Sunday</i>	<i>Noon until 6 p.m.</i>

Recently, some Areas and other CSO customers have received account statements from the office. We realize that these statements may not be completely accurate. If your Area has questions about any statements sent by the CSO, please contact Michelle during CSO business hours. She will be happy to assist in addressing your questions or concerns about your Area's (or Group's) CSO account.

We recognize that this change has been inconvenient to the fellowship, and the Board truly appreciates your patience and cooperation during this transitional process. The Board is doing its best to ensure that the CSO continues to serve Areas and Groups.

Again, thank you all for your patience.

The Board of Directors

Chicago Service Office, Inc.