

Revised 8/3/2010

Guide Lines
For
The A.A. Central Office

Serving Snohomish County

What is the Central Office

The Central Office is an A.A. Service office that involves a partnership among the participating Districts of the Snohomish County area. It exists to aid the groups in their common purpose of carrying the A. A. message to the alcoholic who still suffers. It is maintained, supervised, and supported by the groups in their general interest.

Mission Statement of the Central Office

The primary purpose of The Central Office is to provide 24-hour telephone contact for Alcoholics Anonymous in and for the Greater Snohomish County area to ensure that *when anyone, anywhere, reaches out for help, the hand of A.A. is always to be there, and for that, "We" are responsible.*

Guiding Principles

Our guiding principles are the Twelve Steps, Twelve Traditions, and Twelve Concepts of Alcoholics Anonymous.

Functions

The following is a list of functions that the Central Office will perform.

- ***Provide Meeting Information.*** The Central Office will provide current meeting information for both local and out of area meetings.
- ***Establish and Maintain a Current 12th Step List.*** The Central Office will assist the Districts, through their representative, in maintaining a current list of A. A. members willing to go on 12 step calls. The office will be responsible for ensuring that a copy is provided to all necessary people.
- ***Provide 12th Step Call Support.*** The Central Office will receive requests for, arrange, and follow-up on 12th Step calls.
- ***Literature.*** A limited amount of Conference Approved A. A. Literature will be carried in the office. It is recognized that the General Service Office (GSO) in New York has established an excellent line of communication and system for groups to order literature directly. It is not the intent of the Central Office to interrupt that process.
- ***Information Exchange.*** The Central Office will assist in the circulation and exchange of information regarding local A.A. events, new meetings, and meeting changes.
- ***Provide Community Service.*** To meet the request of callers, the Central Office will keep a list of phone numbers of other 12 Step Programs. However, it is to be clearly understood, this is done as outlined in the *Long Form of Tradition 6* in the sense of cooperation, "but such cooperation ought never to go so far as affiliation or endorsement, actual or implied. An A. A. group can bind itself to no one."

- **Office Facilities.** The Central Office can provide meeting space for various District Committees upon request.
- **Provide Opportunities for A. A. Service Work.** The Central Office offers a variety of 12th Step service opportunities for members of Alcoholics Anonymous. These include, but are not limited to, day or night phone person, office manager, alternate office manager, day or night phone coordinators, or district committee representatives.

Central Office Relationship with Groups, Districts and Alcoholics Anonymous

The relationship between the Central Office and the Groups is outlined in "The A. A. Guidelines for the Central Office" and "The A. A. Service Manual". The Groups are represented at the Central Office by one Representative from each District. The Central Office has been established by the Groups, and is fully responsible to them.

Our Finances

The Groups, through their Districts, support the Central Office financially by equally sharing the budgeted monthly costs. It is recommended that the District's monthly contributions be received at the Central Office by the Treasurer no later than the 15th of each month. The District Representatives review the annual budget and recommend its approval by the Districts. The District Representatives select the Central Office Treasurer. The Treasurer's qualifications and duties are listed under **Office Personnel**

Central Office Committee

- 1) The Central Office Committee is composed of one Representative or their alternate from each District, the Office Manager, Alternate Office Manager, Treasurer, Recording Secretary and the Day and Night Phone Coordinators.
- 2) The Committee meets each month, or, in case of emergency.
- 3) The voting members of the Committee are the District Representatives or their alternate, and the Office Manager, or Alternate Office Manager in case of ties.
- 4) Five members must be present in order to have a quorum. The quorum must consist of *at least three (3) District Representatives*,
- 5) The management of routine affairs shall be under the supervision of the Central Office Committee.

District Representatives

- 1) The District Representatives are the link between the Groups within their District and the Central Office. The Representatives keep their respective Groups informed about the activities of the Central Office, as well as the needs of the Central Office, both financially and in terms of office personnel replacements.
- 2) The Representatives are responsible for attending *all* monthly Central Office Committee meetings. ;
- 3) It is suggested that the District Representatives have a minimum of two (2) years continuous sobriety, some understanding of the functioning of the Central Office and A. A. Service structure, and the time available for the commitment.
- 4) The District Representatives will serve a two (2) year term.

Office Personnel

- **Phone Volunteers.** The most important responsibility within the Central Office resides in the hands of the day and night phone volunteers.
 - 1) The daytime phone volunteers' primary contact to the office will be the Day Phone Coordinator. The daytime phone people will be responsible to the coordinator to ensure their time slot for answering phones to be filled. The daytime phone people must receive an orientation from the Day Phone Coordinator prior to answering the phones.
 - 2) The nighttime phone volunteers' primary point of contact is the Night Phone Coordinator. The nighttime phone people will be provided with a current 12th Step List, and an orientation.
- **Monitors.** The monitors are A.A. members in the area who are highly available and accessible during the day. They facilitate 12* Step calls through people on the 12th Step Volunteer List.
- **Twelfth Step Volunteers.** A list of 12th Step volunteers is established and kept current to make 12th Step calls in the area.
- **Day Phone Coordinator.** The Day Phone Coordinator is responsible for the training, scheduling, and supporting daytime phone volunteers and groups answering phones on the weekends.
- **Night Phone Coordinator.** The Night Phone Coordinator is responsible for the training, scheduling, and supporting the nighttime phone volunteers. This includes providing a 12th Step List to all nighttime phone volunteers.
- **Office Manager and Alternate Office Manager.** The Office Manager and Alternate Office Manager are responsible for providing the internal support for the phone volunteers, including facilities, supplies, and literature purchasing. The Office Manager and Alternate Office Manager will maintain a close working relationship with the Day and Night Phone Coordinators, Recording Secretary and the Treasurer. The relationship with the Treasurer will be such that the Office Manager and Alternate Office Manager may assume the duties of the Treasurer on a temporary and/or emergency basis. The Office Manager and Alternate Office Manager are responsible for maintaining an accounting of the literature. The Office Manager will have a minimum of 2 years immediate and continuous sobriety.
- **Treasurer.** The Treasurer is responsible for the fiduciary duties of the Central Office.
 - » Prerequisites:
 - 1) The candidate must have a minimum of two (2) years immediate and continuous sobriety.
 - 2) The candidate must have experience with bookkeeping beyond home finance,
 - 3) The candidate must have experience in A.A Service work and be familiar with A.A.'s Service structure.
 - » Responsibilities:
 - 1) Establish a recommended annual budget for review by the Representatives and approval by the Districts.
 - 2) Produce a current and complete monthly income/budget performance report to the Central Office Committee.
 - 3) Establish an interface with participating Districts' Treasurers.

- 4) Be a liaison with the bank in the setup and maintenance of the bank account.
- 5) Setup and maintain the Post Office Box.
- 6) Make bank deposits and pays specific expenses.
- 7) Provide bank account balances and reconciliation information.
- 8) Attend monthly Central Office Committee meetings, present the Treasurer's Report, and attend other functions/meetings as required.
- 9) Prepare, on an annual basis, for Central Office Committee review, a report that summarizes annual income, expenses, and current bank, including prudent reserve account balances. This report is to be submitted for approval, and to determine any recommendations for adjustment to the District's monthly contributions.
- 10) Maintain records at a state of "audit readiness".
- 11) Maintain a working relationship with the Office Manager and both Day and Night Phone Coordinators.
- 12) Perform duties in good faith with full accountability to the Central Office Committee.

- ***Recording Secretary***

To ensure continuity it is suggested that a position be filled by a willing individual, having access to a computer, able to clearly document who was present, what was reported, and what was moved and voted on. Minutes can be made available to the Committee members by the 15th of the month after the regular meeting. Approval of and/or amendments to the minutes would be voted on at the following monthly Central Office meeting. Any copy or mail reimbursements would come out of the operation expenses of the Central Office. This position is a two year term.

Terms of Service

The recommended terms of service for the afore mentioned positions are as follows:

- Day Phone Coordinator - One Year
- Night Phone Coordinator - One Year
- Office Manager - Two Years
- Alternate Office Manager- Two Years
- Treasurer - Two Years
- District Representative - Two years
- Recording Secretary – Two Years

The cycle of these terms should be staggered to provide continuity of operation and service.

Amendment Process

These guidelines constitute an agreement between the Districts for the operation of the Central Office. They may be changed or amended in the future by the following process as: guided by the A.A. Service Manual. The process is as follows:

- Any Group can submit in writing a proposal for change to their District for a two-thirds approval.
- An approved proposal will be sent to every Group in every participating District for their review.

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- For a change or amendment, a two-thirds vote is required from each of the participating Districts. The Representatives to the Central Office Committee will vote their District's conscience, and a two-thirds majority is required for passage.