

Guidelines
For
The A.A. Central Office
Serving Snohomish County

The Purpose and Mission of the Central Office

The primary function of The Central Office is to provide 24-hour telephone contact for Alcoholics Anonymous in and for the Greater Snohomish County area. It exists to aid the groups within the participating Districts in their common purpose of carrying the AA message to the alcoholic who still suffers.

Guiding Principles

Our guiding principles are the Twelve Steps, Twelve Traditions, and Twelve Concepts of Alcoholics Anonymous. I am responsible. When anyone, anywhere, reaches out for help, I want the hand of A.A. always to be there, and for that I am responsible.

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.** Conference approved AA literature will be carried in the office. It is recognized that GSO in New York has established an excellent line of communication and system for groups to order literature directly.
- **Information Exchange.** The Central Office will assist in the circulation and exchange of information regarding new meetings, meeting changes and local AA events.
- **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.

Central Office Relationship with the participating Districts of AA.

The relationship between the Central Office and the Districts is outlined in "The A. A. Guidelines for the Central Office" and "The A. A. Service Manual". The Central Office has been established by the Districts, 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.

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, the Day and Night Phone Coordinators and Central Office Schedules Committee Representative.
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.
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 Districts 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 serves 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 day phone volunteers' primary contact to the office will be the Day Phone Coordinator. The day phone volunteer must receive an orientation from the Day Phone Coordinator prior to answering the phones. In the event the volunteer cannot make their shift, it is their responsibility to find a qualified replacement and inform the Day Phone Coordinator.

2. The night phone volunteers' primary point of contact is the Night Phone Coordinator. The Volunteer will be provided with current material and an orientation

• **Monitors.** The monitors are A.A. members in the area who facilitate 12th Step calls using the 12th Step List

• **Twelfth Step Volunteers.** A person or people who are available and willing to respond to a 12 Step call.

• **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 night phone volunteers with all necessary materials.

• **Office Manager and Alternate Office Manager.**

1. The Office Manager and Alternate Office Manager are responsible for providing the internal support for the phone volunteers, including facilities, supplies, and literature purchasing.
2. They will maintain a close working relationship with the Day and Night Phone Coordinators, Recording Secretary and the Treasurer.
3. The relationship with the Treasurer will be such that they may assume the duties of the Treasurer on a temporary and/or emergency basis.
4. The Office Manager and Alternate Office Manager are responsible for maintaining an accounting of the literature.
5. 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, and be familiar with A.A.'s Service structure.
3. Candidate must be able to access the internet.
4. Candidate must be able to meet the standards of the bank/credit union used by the Central Office.

» 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, including bank account balances and reconciliation information to be presented monthly to the Central Office Committee.
3. Communicate with District Treasurers as needed.
4. Be a liaison with the bank/credit union in the setup and maintenance of the bank account, making deposits and paying specific expenses.
5. Setup and maintain the Post Office Box.
6. Prepare, on an annual basis a report that summarizes annual income, expenses, and current bank, including prudent reserve account balances.
7. Maintain records at a state of "audit readiness".

• **Recording Secretary**

It is suggested that this position be filled by an 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.

•*Central Office Schedule Representative*

The coordinator is responsible for working with each District's Schedule Chair to ensure the Central Office is kept up to date on all adds/changes/deletions to the schedule and binder.

Terms of Service

The recommended terms of service 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 terms of service run January through December. The suggested election process starts in October. The cycle of these terms should be staggered to provide continuity of operation and service. It is recommended that the Manager and Treasurer rotate on opposite years.

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.
- 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, considering we have 5 Districts voting, we will consider 3 votes in agreement to be substantial unanimity.

Appendix of All Motions to Amend the Guidelines

- We move to amend the Central Office Guidelines and the following be added. 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. - PASSED 8/ 6/2005
- It was discussed and agreed that the 6 month "waiting period" is now "Stricken" and the Guidelines will now reflect that future Amendments will take place immediately upon the Districts returning their votes, by way of their District Representatives. - PASSED 12/18/2005
- We move that the "Guidelines for the Central Office Serving Snohomish County" be amended to include the creation of the position of Recording Secretary for the purposes of documenting all the minutes of the Central Office meetings. – PASSED 4/14/2006
- A motion was made to increase district payments from \$125.00 per month to \$160.00 per month due to increased rent for the Central Office. Motion - PASSED. 4/14/2006
- We move to amend the Central Office charter to include the position of Alternate Office Manager - PASSED 4/14/2006
- Move to make the Central Office Secretary position a term of 2 years (not specified in the original motion that was passed) to commence on January 1, 2006 PASSED 4/14/2006
- The motion to use the Snohomish County Central Office for AA meetings was - REJECTED by the Districts 6/6/2006
- There is a motion submitted by District 3 to stop accepting collect calls from corrections facilities. – FAILED 3/6/2007
- We move that all motions affecting the Central Office guidelines be attached as appendix to the guideline-motions should be annotated as Passed or Failed - PASSED by votes from District 2, 3, and 12 on 06-05-2007
- District 3 makes a motion for the Central Office to no longer accept long distance calls from jails or prisons. Motion brought on March 26, 2009 - FAILED July 7,2009 1 for, 2 against, 1abstane
- Courage to Change, of District 19, makes a motion for The Central Office to update or add additional information to the training manual regarding incoming and outgoing calls from Central Office. Specifically on how to address calls from jails or institutions. PASSED 07/2009 unanimous
- District 12 makes a motion to include „The Office Manager have a minimum of 2 years immediate and continuous sobriety“ to be placed in the section called „Office Personnel“ in the description of the Office and Alternate Office Manager position. PASSED 7/6/2010 by votes from Districts 2,3,12 &19.
- Smokey Point Men's Group, of District 2, makes a motions that the Central Office literature on hand not exceed \$200 annually, split equally between the Districts 2,3,12 & 19 equaling an annual cost of \$50 annually for each. FAILED 7/6/2010 – District 2, Voted Yes – Districts 3,12,19 Voted No.
- New Life Group of District 19 makes a motion to allow the Central Office Manager to attend the Area Assembly using operating funds. Failed 10/4/2011 – All districts voted No.
- The new CO Service position of Central Office Schedule Committee Rep has been approved. 3 out 5 Districts 03/2015
- Motion (Solution): We propose that "a limited amount" as mentioned above be defined as \$500.00+- \$100.00. This limited amount is to be loosely represented in form of the example: "pamphlets to fill the existing pamphlet rack, a case of hard bound Big Books, and a case of hard bound 12 steps and 12 traditions books." The ultimate decision on the exact pamphlets and books to be stocked will be determined by the Central Office Committee. The quantities that are actually displayed for sale is up to the discretion of the Central Office Manager to discourage any one group or individual from purchasing

the entire stock or excessive quantities in one purchase. The form of payment (cash, check, etc.) is to be determined by the Central Office District Representatives. FAILED by failing to get $\frac{3}{4}$ (66%) of the vote. It was 2 for 2 opposed, 1 abstain.

- Motion (Solution): We propose that the Central Office Committee, which consists of the 6 Officers, their alternates, and 5 District Representatives, have a requirement of prior or present phone volunteer service. FAILED 06/07/2016 1 for, 3 opposed, 1 abstain
- We move to accept the Proposed Revisions to the Guidelines & Appendixes for the Central Office as written by the Ad Hoc committee. Sunday AM Book Study- PASSED 4 for and 1 opposed, 10/2018