

APPENDIX VII

Frequently Asked Questions

IGR/ALT Role Basics

What is an Intergroup Representative or an IGR?

A trusted servant selected by a group to serve as the communication link between their group and Intergroup.

What is an Alternate or an ALT?

An Alternate (ALT) supports the IGR, attends meetings when the IGR cannot, and helps maintain consistent communication between their group and Intergroup.

What does an IGR/ALT do?

Attends Intergroup meetings, reports information back to their group, brings group questions or concerns to Intergroup, and helps support local AA service work.

Does an IGR/ALT speak for AA as a whole?

No. An IGR/ALT represents their group's conscience when known and helps carry information between the group and Intergroup.

Does an IGR/ALT govern the group?

No. IGRs/ALTs are trusted servants. They help communicate and participate in service but do not govern or control the group.

How long is an IGR/ALT term?

Term lengths vary by group. Many groups choose a term of six months to one year.

Does an IGR/ALT need a certain amount of sobriety?

Intergroup does not have a sobriety requirement; however, groups might. So check with your group if interested in becoming an IGR/ALT. Willingness, reliability, and a desire to be of service are important qualities.

Intergroup and AA Service Structure

What is Intergroup?

Intergroup is a local service body created by participating AA groups to help coordinate shared services such as meeting lists, hotline service, literature sales, insurance, events, and local communication.

Is Intergroup the same as central office?

In many areas, "Intergroup" and "central office" are used similarly.

What is the difference between an IGR/ALT and a GSR?

An IGR/ALT connects the AA group to local Intergroup services. A GSR connects the AA group to the general service structure, including district and area.

What is the difference between Intergroup, district, area, and GSO?

Intergroup usually supports local shared services. District and area are part of AA's general service structure. GSO provides service support to AA in the U.S. and Canada.

Does Intergroup have authority over individual AA groups?

No. Intergroup serves participating groups but does not govern them.

Can a group participate in Intergroup and general service?

Yes. Many groups have both an IGR/ALT and a GSR.

Meetings and Participation

Who may attend Intergroup meetings?

IGRs/ALTs, officers, committee chairs, and interested AA members.

Who can vote at Intergroup meetings?

Only IGRs, or ALTs that are stepping in for their IGR, can vote.

What happens if I miss an Intergroup meeting?

Notify your ALT or group when possible. Review the minutes and bring any important updates back to your group.

What should I bring to an Intergroup meeting?

Bring notes from your group, questions or concerns to share, any meeting updates, and a way to take notes for your report back.

What should I report back to my group?

Report upcoming events, service opportunities, meeting updates, committee needs, financial updates, and any items needing group conscience. Refer to the Communication Between Groups & Intergroup section.

How long should my group report be?

A good report is usually brief, organized, and focused on information useful to the group. Refer to the Communication Between Groups & Intergroup section.

Can I ask questions during Intergroup meetings?

Yes. Asking questions helps support an informed group conscience.

Group Conscience and Voting

What if my group has no opinion on an issue?

You may abstain from the vote, request more information, or bring the issue back to your group for further discussion.

What if my group has not discussed an issue being voted on?

You may ask for the matter to be taken back to the groups, abstain, or vote according to your understanding of the group's interests.

When should I take an issue back to my group?

Take an issue back when it involves significant finances, bylaws, service structure, group participation, or anything likely to affect multiple groups.

Do I vote my personal opinion or my group's conscience?

An IGR/ALT votes according to the informed group conscience of their home group or represented group.

What is an informed group conscience?

It is the collective decision reached by a group after members have reviewed the relevant facts, considered AA's principles, and had a fair opportunity to express different points of view.

What is a minority opinion?

It is the opportunity for members who voted against the prevailing decision to share information or perspectives that may not have been fully considered before the group's decision was reached.

Can an IGR/ALT make a motion?

Yes. Voting members may make motions.

What if I disagree with my group's conscience?

The IGRs/ALTs role is to represent the group's conscience when known, even if it differs from personal opinion.

Communication

How do I submit a meeting change?

Contact the Service Center for information and the latest forms.

What if my group's meeting information is incorrect?

Notify the Service Center Manager via email, Manager@ContraCostaAA.org, or stop by the Service Center and fill out a Meeting Change form for the Manager to receive.

How do I bring a group concern to Intergroup?

Concerns may be brought to the attention of IOC by sending an email or during Good of the Order, IGRs/ALTs may raise their group's concern. If additional time is needed to discuss the concern, the matter can be added to New Business at the next IG Business Meeting.

Can I share Intergroup minutes with my group?

Yes, unless otherwise directed. Our meeting minutes are also noted in the monthly Communiqué.

How do I get announcements or flyers to my group?

Bring printed flyers, digital copies, or a short written summary to the group's business meeting or announcement time.

How should I handle information I am unsure about?

Ask for clarification before reporting it. It is better to say "I will check and report back" than to share uncertain information.

Committees and Service Opportunities

What committees does Intergroup have?

- All Groups
- Hotline
- Membership

- Office Volunteers
- Public Information
- Publishing
- Service/IG Liaison
- Special Events

Can I serve on an Intergroup committee?

Yes. Committee participation is a helpful way to learn more about service. If you're interested in a committee, speak to the chairperson to see if there's a way you can get involved and be of service.

How do I encourage my group members to get involved?

Share clear service opportunities, explain what help is needed, and invite members without pressuring them.

What if my group wants to host a workshop or event?

Bring the idea to Intergroup for discussion, support, and coordination.

How can our group help with the hotline?

Share hotline volunteer needs with your group and direct interested members to the hotline chairperson.

Financial Support

How is Intergroup funded?

Intergroup is supported by voluntary group/member contributions, literature sales, Mayhew Meeting room rental income, and approved fundraising or service activities.

What does Intergroup use contributions for?

Funds may support the hotline, office expenses, meeting lists, the website, literature availability, events, and other local service efforts.

Does my group have to contribute to Intergroup?

No. Each group is autonomous and decides for itself how to participate in supporting Intergroup services.

How do we send a contribution to Intergroup?

1. Mail/Drop-off Cash or Check to the Service Center (185 Mayhew Way, Walnut Creek, CA 94597)
2. Contribute online at ContraCostaAA.org/donate.

Note: For group contributions, always include your Group's IG No. and meeting name so the contribution can be properly credited to your group. For mail/drop-off, you can include a note with the information, and for online contributions use the Notes field. Checks payable to CCSC or Contra Costa Service Center.

Can Intergroup accept outside contributions?

In keeping with the Seventh Tradition, AA service bodies decline outside contributions.

What if my group cannot contribute financially?

Groups may still participate through service, communication, volunteers, and attendance.

Anonymity, Safety, and Conduct

How does anonymity apply to IGR/ALT service?

By protecting member identities, avoid sharing private information, and being careful with email, social media, meeting minutes, and public communication.

Can I post Intergroup flyers on social media?

Contact the Service Center Manager at Manager@ContraCostaAA.org.

Can Intergroup meetings be recorded?

Not at this time.

What if there is disruptive or unsafe behavior at an Intergroup Business Meeting?

Bring the concern to an appropriate trusted servant, such as an Intergroup Officer, Chairperson or the Service Center Manager. Immediate safety concerns should be handled promptly.

What should I do if someone reports harassment or predatory behavior?

Listen respectfully, avoid gossip, and bring the concern to the appropriate trusted servant, such as an Intergroup Officer or the Service Center Manager.

What if there is an emergency or immediate threat of harm?

Contact emergency services first. Then contact an appropriate trusted servant to help.

Practical Questions

Where can I find the Intergroup calendar?

ContraCostaAA.org/Calendar

Who do I contact with questions?

Any of the Intergroup Officers (Chair, Treasurer, Secretary), the Service Center Manager, or the appropriate Committee Chair.

Where can I get literature?

At the Service Center Bookstore, Monday thru Friday, 9am – 5pm, and Saturday, 10am – 2pm.

How do I get added to the IGR/ALT email list?

Ask to be added upon check-in at the Intergroup Business Meeting.

What should I do during my first month as IGR/ALT?

First attend the IGR/ALT orientation that occurs each month at 7pm in the Service Center. Attend the Intergroup business meeting, introduce yourself, read this handbook, fill out the New IG Rep form, learn the meeting update process, and give a short report to your group.

What if I do not understand something at Intergroup?

Ask questions. No one is expected to know everything immediately.

What if my group no longer wants to participate in Intergroup?

Bring the matter to the group's business meeting for discussion and group conscience. Intergroup participation is based on group autonomy. If the group's conscience is to discontinue their participation with Intergroup, notify the Service Center Manager, Manager@ContraCostaAA.org.

What if my group wants to elect a new IGR/ALT?

Follow the group's business meeting process and notify Intergroup of the change.

What if I need to step down?

Notify your group and Intergroup as soon as possible so another trusted servant can be selected.

Helpful "Local Procedure" FAQs

When and where does Intergroup meet?

The fourth Tuesday of each month, except in December, in the Mayhew Meeting Room (193 Mayhew).

How are Intergroup officers elected?

By making themselves available at either the Spring elections in April or Fall elections in October.

Who is eligible to vote?

Registered IGRs or in their absence the ALT, has the right to vote. If it is your first IG meeting you are not eligible to vote until the next meeting.