

INTERGROUP HANDBOOK

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*“Our common welfare should come first;
personal recovery depends upon A.A. unity.”*

— *Tradition One*

Contra Costa Service Center
of
Alcoholics Anonymous
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Welcome to Contra Costa Intergroup!

Thank you for being of service as your group's Intergroup Representative or Alternate Representative. This role is an important communication link between your home group and Contra Costa Intergroup.

As an IGR or Alternate, you help keep your group informed, bring your group's questions or concerns to Intergroup, and participate in decisions that support local AA services and our shared purpose of carrying the message to the alcoholic who still suffers.

Purpose of this Handbook

- **Your guide to effective Intergroup service** — helping IGRs and Alternate IGRs understand their role as trusted servants and communication links between their home groups and Intergroup.
- **Practical, service-focused support** — covers responsibilities, meeting participation, communication, group conscience, and AA principles.
- **Strengthens informed participation** — helps representatives carry accurate information between their groups and Intergroup.
- **Promotes unity and cooperation** — encouraging groups to work together in service of AA's common welfare.
- **Supports AA's primary purpose** — carrying the message to the alcoholic who still suffers.
- **Not a governing document** — does not replace AA literature, the Twelve Traditions, Twelve Concepts, local bylaws, or group autonomy.
- **A resource, not a rulebook** — designed to inform, guide, and support trusted servants in their service journey.

Introduction to Intergroup

An Intergroup, sometimes called a Central Office or Service Center, is a local AA service office created and supported by participating AA groups. It helps groups work together by coordinating shared services that are more effective when handled in one central place. It exists to aid the groups in their common purpose of carrying the A.A. message to the alcoholic who still suffers.

Contra Costa Intergroup

The Intergroup office in Contra Costa County is called the Contra Costa County Service Association of Alcoholics Anonymous, today known as the Contra Costa Service Center (CCSC) or Contra Costa Intergroup (IG), and it was established in August 1966.

“In order that the fellowship of Alcoholics Anonymous may better function there is hereby created the Contra Costa County Intergroup Committee, hereinafter referred to as the Association.”

Contra Costa Intergroup is comprised of all AA groups located within the service boundaries of Contra Costa County *who desire to participate*. However, any group, regardless of location, may affiliate itself with Intergroup.

From 1966 to today, our sole purpose has been “to help the still suffering alcoholic.”

Contra Costa County Service Association of Alcoholics Anonymous Charter, 1966

Services Provided

Contra Costa Intergroup helps support local AA groups and members through a variety of services, including:

Help for Newcomers and Those Seeking AA

- 24-hour hotline and 12-step call list
- Information and referral services for individuals and outside agencies
- A welcoming Service Center where alcoholics can come for help, fellowship, and support

Group and Member Support

- Monthly meeting schedules
- Group record-keeping and meeting updates
- AA literature and publications available for purchase
- The Communiqué monthly newsletter
- Audio library of recorded AA speakers
- Liability Insurance

Events and Fellowship

- All Groups Speaker Meeting and Birthday Celebration
- Traditions Breakfast
- Spring Scramble
- Summer Picnic
- Service Center Anniversary Celebration
- New Year's Eve event

Workshops and Service Opportunities

- Secretary and treasurer workshops
- Service and sponsorship workshops
- Public Information speakers upon request
- Cooperation with General Service, H&I, Bridging the Gap, and other service committees

Intergroup Representative & Alternate

The Intergroup Representative

The Intergroup Representative, also called the **IGR**, is the trusted servant selected by a group to serve as its communication link with the Intergroup. The IGR helps keep the group informed about local AA service activities and brings their group's questions, concerns, and group conscience to Intergroup when appropriate.

The IGRs role is one of service, communication, and participation. The IGR does not govern the group, speak for AA as a whole, or act as an authority over other members.

The Alternate Intergroup Representative

Groups may also select an Alternate IGR, also known as the **ALT**. The ALT supports the IGR and may attend Intergroup meetings when the IGR is unavailable. This position helps provide continuity and gives another member the opportunity to learn about Intergroup service.

Representing the Group

When voting or participating in Intergroup discussions, the IGR/ALT should try to reflect the informed group conscience of their home group. If their group has not discussed an issue, the IGR/ALT may ask that the matter be taken back to their group before a decision is made, especially when the issue is significant, financial, or affects multiple groups.

Reporting Back to the Group

A helpful IGR/ALT report is brief, clear, and focused on what the group needs to know.

Reports may include:

- Upcoming events or workshops
- Service opportunities
- Meeting list updates
- Financial or committee updates
- Hotline or volunteer needs
- Items needing group conscience

Together, the IGR and ALT help ensure that communication between the group and Intergroup remains consistent, accurate, and useful.

Responsibilities of an IGR/ALT

The responsibilities below describe key ways an IGR/ALT helps serve their home group and Contra Costa Intergroup.

1. Two-Way Communication

Actively shares news, events, and issues from the Intergroup to the home group and vice-versa.

2. Monthly Meeting Attendance

Attend monthly Intergroup Business Meetings held on the 4th Tuesday of the month, except in December, to stay informed on matters affecting the local AA community.

Regular attendance at Intergroup business meetings helps ensure that each registered group has a voice in how Intergroup functions. By attending, IGRs/ALTs stay informed, bring their group's questions or concerns forward, and help Intergroup maintain the participation needed to conduct business. The IGR/ALT brings any questions, comments, or opinions their group members may have to the business meeting. The IGR/ALT casts the group's vote on all matters requiring a group conscience.

The IGRs/ALTs right to voice their opinion gives them the opportunity to make a difference.

3. **Represent Group Conscience**

The IGR/ALT casts their Group's vote on all matters requiring a group conscience.

Note: Voting privileges are limited to **registered A.A. groups** that communicate their group conscious through their representative, the IGR/ALT.

4. **Share Service Opportunities**

Because IGRs/ALTs hear about local AA service needs, they are in a good position to share those opportunities with their home groups. This may include hotline service, office volunteering, workshops, special events, committee participation, hosting the All Groups meeting, or helping with other local service activities.

IGRs and ALTs are encouraged to invite participation without pressure and help members understand how service supports AA's primary purpose. Activities include:

- Answer 12th Step calls via our 24-Hour Hotline
- Announcing open Office Volunteer positions
- Supporting Quarterly Membership Workshops
- Hosting the All Group's meeting
- Donating Raffle Baskets and serving on committees for IG Special Events (Traditions Breakfast, Spring Scramble, Summer Picnic, Service Center Anniversary, New Year's Eve) Each of these events requires planning and a lot of assistance.

5. **Maintain Records**

Ensures the details of your group's meetings, (days, times, locations, etc.) are current and correct at the Service Center, at all times.

6. **Share Service Center Updates**

Ensures the group is aware of AA literature, news, and self-support initiatives like the Birthday Club and Buck's Club.

7. **The Communiqué**

Encourage members of your group to become avid readers of our newsletter, *The Communiqué*. Provide the Publishing Chair with news and events of your group and any other articles of interest to all AAs for publication in the newsletter.

8. **Know the By-Laws**

The Service Center operates under a set of guidelines called the Bylaws. Read and be familiar with its provisions. Refer to appendices.

9. **Help Keep AA Self-Supporting**

IGRs/ALTs help keep their groups informed about Intergroup's financial needs and responsibilities. This may include sharing treasurer reports, explaining current expenses, or communicating service needs that require group support.

Contributions help make services such as the hotline, meeting schedules, literature availability, the website, workshops, and Service Center operations possible.

Each group is autonomous and decides for itself how to participate in supporting AA services. The IGRs/ALTs role is to:

- Share Intergroup financial updates with their home group
- Communicate how contributions support local AA services
- Encourage awareness of shared expenses
- Bring group questions about finances back to Intergroup
- Help promote transparency and accountability

The purpose of financial communication is not fundraising pressure, but awareness, responsibility, and unity in supporting AA's primary purpose.

10. Ask Questions

IGRs/ALTs are encouraged to ask questions whenever something is unclear. Questions help support informed participation and better communication between groups and Intergroup.

When a group has a concern that may affect other groups or AA as a whole, the IGR/ALT may bring that concern to Intergroup for discussion or guidance. The Twelve Traditions and Twelve Concepts can help guide these conversations in a spirit of unity and service.

11. Support a Healthy Service Environment

IGRs/ALTs help support a healthy service environment through participation, communication, and respect for AA principles by:

- Attending Intergroup meetings regularly and arriving prepared
- Participating respectfully in discussion and decision-making
- Listening openly to differing viewpoints
- Keeping comments concise and focused on the topic
- Respecting meeting formats, agendas, and time limits
- Maintaining confidentiality and protecting anonymity when appropriate
- Asking questions when clarification is needed

Healthy service participation includes patience, respectful listening, principles before personalities, and a willingness to focus on solutions and the common welfare.

Communication Between Groups & Intergroup

Communication

IGRs/ALTs serve as a communication link between their home groups and the local Intergroup. This two-way communication helps groups stay informed, allows Intergroup to better understand group needs, and supports AA's primary purpose of carrying the message to the alcoholic who still suffers.

Information Going TO Groups

IGRs/ALTs are entrusted to report useful information back to their home groups after each IG Business Meeting.

This may include:

- Upcoming AA events, activities, or service workshops
- Event flyers or announcements
- Hotline, office, or committee volunteer opportunities
- Meeting list updates or changes
- Financial information, including Intergroup expenses and group contributions
- Committee updates, such as hotline, literature, website, PI, H&I, or events
- Requests for group participation or feedback
- Items requiring group conscience before a future vote

Reports should be brief, clear, and focused on information that is useful to the group.

Information Coming FROM Groups

IGRs/ALTs have been chosen by their home groups to bring information, questions, and concerns to Intergroup.

This may include:

- Meeting updates, closures, location changes, or format changes
- Group conscience positions on Intergroup matters
- Questions about Intergroup services or procedures
- Concerns the group would like brought forward
- Suggestions for events, workshops, or service improvements
- Volunteer interest from group members
- Requests for support, information, or clarification

When bringing a concern or suggestion from a group, the IGR should be as clear as possible about whether they are sharing a group conscience, a group discussion, or an individual member's concern.

Supporting an Informed Group Conscience

Good communication helps groups make informed decisions. When Intergroup is considering an important issue, IGRs/ALTs may need to bring information back to their groups before a decision is made.

This may be especially important when the matter involves a:

- Significant financial decision
- Change to Intergroup bylaws, procedures, or structure
- Matters affecting multiple groups
- Sensitive or controversial topic
- Request for group participation or support

When an IGR/ALT does not know their group's conscience, it is appropriate to ask for more time to take the issue back to the group.

Communication Tips for IGRs/ALTs

Helpful practices include:

1. Take notes during Intergroup meetings
2. Bring written or digital announcements back to the group
3. Give short, organized reports
4. Share accurate information
5. Ask questions when uncertain
6. Avoid adding personal interpretation unless clearly stated
7. Protect anonymity and confidentiality when appropriate
8. Follow up on questions or action items
9. Keep communication focused on service, unity, and AA's primary purpose

Suggested Monthly IGR/ALT Report Format

Intergroup Report for: [Group Name]

Date: [Date]

Upcoming Events:

- [Event or workshop information]

Service Opportunities:

- [Volunteer needs, committee openings, hotline shifts, etc.]

Meeting Updates:

- [New meetings, closures, location changes, online/hybrid updates]

Financial or Intergroup Updates:

- [Brief treasurer/Intergroup update, if relevant]

Items Needing Group Conscience:

- [Questions or decisions the group should discuss]

Questions or Concerns to Bring Back to Intergroup:

- [Group feedback, concerns, or suggestions]

Consistent communication helps build trust between Groups and Intergroup.

When IGRs/ALTs keep information flowing clearly in both directions, Groups are better able to participate in shared services and support the local AA fellowship.

Healthy Service Culture

Healthy Service Culture

Healthy service work depends on unity, respect, humility, and a shared commitment to AA's primary purpose. IGRs/ALTs help create a service environment where members feel heard, informed, and welcome to participate.

Principles Before Personalities

Disagreements can happen in service work. Different viewpoints are a normal part of reaching an informed group conscience. When discussions become difficult, IGRs/ALTs are encouraged to focus on AA principles rather than personal opinions, conflicts, or personalities and help support unity by staying calm, keeping the focus on service, and remembering that the goal is to carry the message—not to prove a point.

Helpful practices include:

- Speaking directly and respectfully
- Listening with openness
- Focusing on the common welfare
- Avoiding gossip, resentment, and side conversations
- Asking questions instead of making assumptions
- Seeking understanding rather than winning
- Allowing minority opinions to be heard with respect

Trusted Servants

In AA, trusted servants serve the fellowship; they do not govern it. Service positions are responsibilities, not positions of authority or control.

Trusted servants help by:

- Facilitating service work
- Encouraging participation
- Sharing accurate information
- Supporting group conscience
- Following through on commitments
- Remaining accountable to those they serve

Burnout and Balance

Service is important, but recovery comes first. IGRs/ALTs are encouraged to maintain balance between service, recovery, family, work, and personal responsibilities.

Healthy service includes:

- Asking for help when needed
- Sharing responsibilities with others
- Rotating service commitments responsibly
- Avoiding overcommitment
- Encouraging new members to participate in service

Rotation helps prevent burnout, invites fresh participation, and reminds us that no single person is responsible for carrying the work alone.

A healthy service culture supports both the individual member and the fellowship as a whole. When IGRs/ALTs practice patience, humility, and accountability, they help strengthen unity and make Intergroup service more effective for everyone.

Safety

Intergroup aims to maintain a respectful, welcoming, and accessible environment for all members, volunteers, visitors, and newcomers. Safety and inclusion support AA unity and help ensure that the hand of AA remains available to anyone seeking help.

All participants are encouraged to practice courtesy, respect, and personal responsibility in service meetings, committee work, Intergroup events, phone service, online communication, and office activities.

Unsafe or inappropriate behavior may include:

- Harassment or intimidation
- Threats or aggressive behavior
- Bullying or repeated personal attacks
- Discrimination or exclusionary conduct
- Predatory, exploitative, or sexually inappropriate behavior
- Misuse of a service position to pressure, control, or manipulate others
- Sharing private information or violating anonymity
- Disruptive behavior that prevents service work from being conducted

Concerns about unsafe or inappropriate behavior may be brought to an appropriate trusted servant, such as the Intergroup Chair, Secretary, Treasurer, a committee chair, or the Service Center Manager. Concerns should be handled with respect, discretion, and care for the safety and anonymity of those involved whenever possible.

If there is an immediate threat of harm or a medical emergency, members should contact emergency services first.

Intergroup does not govern individual AA members or groups, but it may set expectations for participation in its own meetings, committees, events, office, and service activities. These expectations help protect the common welfare, support participation, and maintain a service environment guided by AA principles.

IGRs/ALTs can help support safety and unity by:

- Treating others with respect
- Speaking up when concerns arise
- Avoiding gossip or retaliation
- Protecting anonymity and confidentiality
- Encouraging accessible and welcoming service spaces
- Remembering that principles come before personalities

A safe and respectful service culture helps members focus on AA's primary purpose: carrying the message to the alcoholic who still suffers.

Resources

Local Resources

Intergroup Chairperson	Alice S.	AStaritaWC@icloud.com
Treasurer	Trina S.	TrinaSomera@gmail.com
Secretary	Ally T.	AllysonTroxel@gmail.com
All Groups	Jessica O.	LilOsborne80@gmail.com
Hotline	Steve B.	Steve94518@yahoo.com
Membership	Lauren P.	LaurenMills66@gmail.com
Office Volunteers	Kathy R.	ccsc.OVC@gmail.com
Public Information	Doug H.	ContraCostaAAPI@yahoo.com
Publishing	Ashley J.	ccaa.Communique@gmail.com
Service/IG Liaison	Beth A.	BethAllen74@gmail.com
Special Events	Samantha K.	GLSamTKing@gmail.com
Service Center Manager	Cyn S.	Manager@ContraCostaAA.org

Service Center

24-Hour Hotline	:	925-939-4155
Service Center	:	925-939-5371
Intergroup Site	:	ContraCostaAA.org

Hours

Monday – Friday: 9:00 AM to 5:00 PM

Saturday: 10:00 AM to 2:00 PM

Sunday: Closed

Federal Holidays: Closed

01–Jan	New Year’s Day (Thursday)
19–Jan	Martin Luther King Jr. Day
16–Feb	President’s Day
25–May	Memorial Day
19–Jun	Juneteenth (Friday)

04–Jul	Independence Day
07–Sep	Labor Day
12–Oct	Indigenous Peoples’ Day
11–Nov	Veterans Day (Wednesday)
26–Nov	Thanksgiving Day (Thursday)
25–Dec	Christmas Day (Friday)

Intergroup Meetings

4th Tuesday of each month (excl. Dec)

7:00 PM : New Intergroup Rep/Alt Orientation
Service Center-185 Mayhew

7:30 PM : Intergroup Business Meeting
Meeting Room-193 Mayhew

Helpful AA Literature

- The AA Service Manual
- Twelve Concepts for World Service Illustrated
- The Twelve Traditions Illustrated
- AA Comes of Age
- Intergroup/Central Office Guidelines (GSO)