

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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www.ContraCostaAA.org

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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)

Appendices

- I. Twelve Traditions**
- II. Twelve Concepts**
- III. AA Principles in Service**
- IV. Structure of Intergroup Meetings**
- V. Intergroup Bylaws**
- VI. A Practical Guide to Robert's Rules of Order**
- VII. FAQ**
- VIII. Glossary**

APPENDIX I

The Twelve Traditions of Alcoholics Anonymous

SHORT FORM

1. Our common welfare should come first; personal recovery depends upon A.A. unity.
2. For our group purpose there is but one ultimate authority—a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for A.A. membership is a desire to stop drinking.
4. Each group should be autonomous except in matters affecting other groups or A.A. as a whole.
5. Each group has but one primary purpose—to carry its message to the alcoholic who still suffers.
6. An A.A. group ought never endorse, finance, or lend the A.A. name to any related facility or outside enterprise, lest problems of money, property, and prestige divert us from our primary purpose.
7. Every A.A. group ought to be fully self-supporting, declining outside contributions.
8. Alcoholics Anonymous should remain forever nonprofessional, but our service centers may employ special workers.
9. A.A., as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.
10. Alcoholics Anonymous has no opinion on outside issues; hence the A.A. name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, and films.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.

APPENDIX II

The Twelve Concepts of Alcoholics Anonymous

SHORT FORM

The Twelve Concepts for World Service were written by A.A.'s co-founder Bill W. and were adopted by the General Service Conference of Alcoholics Anonymous in 1962. The Concepts are an interpretation of A.A.'s world service structure as it emerged through A.A.'s early history and experience.

1. Final responsibility and ultimate authority for A.A. world services should always reside in the collective conscience of our whole Fellowship.
2. The General Service Conference of A.A. has become, for nearly every practical purpose, the active voice and the effective conscience of our whole society in its world affairs.
3. To insure effective leadership, we should endow each element of A.A.—the Conference, the General Service Board and its service corporations, staffs, committees, and executives—with a traditional “Right of Decision.”
4. At all responsible levels, we ought to maintain a traditional “Right of Participation,” allowing a voting representation in reasonable proportion to the responsibility that each must discharge.
5. Throughout our structure, a traditional “Right of Appeal” ought to prevail, so that minority opinion will be heard and personal grievances receive careful consideration.
6. The Conference recognizes that the chief initiative and active responsibility in most world service matters should be exercised by the trustee members of the Conference acting as the General Service Board.
7. The Charter and Bylaws of the General Service Board are legal instruments, empowering the trustees to manage and conduct world service affairs. The Conference Charter is not a legal document; it relies upon tradition and the A.A. purse for final effectiveness.
8. The trustees are the principal planners and administrators of over-all policy and finance. They have custodial oversight of the separately incorporated and constantly active services, 2 exercising this through their ability to elect all the directors of these entities.
9. Good service leadership at all levels is indispensable for our future functioning and safety. Primary world service leadership, once exercised by the founders, must necessarily be assumed by the trustees.
10. Every service responsibility should be matched by an equal service authority, with the scope of such authority well defined.
11. The trustees should always have the best possible committees, corporate service directors, executives, staffs, and consultants. Composition, qualifications, induction procedures, and rights and duties will always be matters of serious concern.
12. The Conference shall observe the spirit of A.A. tradition, taking care that it never becomes the seat of perilous wealth or power; that sufficient operating funds and reserve be its prudent financial principle; that it place none of its members in a position of unqualified authority over others; that it reach all important decisions by discussion, vote, and whenever possible, substantial unanimity; that its actions never be personally punitive nor an incitement to public controversy; that it never perform acts of government; that, like the Society it serves, it will always remain democratic in thought and action.

APPENDIX III

AA Principles in Service

Traditions & Concepts in Service

Intergroup Representatives (IGRs/ALTs) help support communication, unity, and shared service among AA groups. The following Traditions and Concepts are especially helpful in guiding effective service work.

Tradition One — Unity

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

IGRs/ALTs help strengthen unity by encouraging cooperation, respectful communication, and participation in shared services that benefit the fellowship as a whole.

Tradition Two — Group Conscience

“Our leaders are but trusted servants; they do not govern.”

Intergroup decisions are made through informed group conscience rather than personal authority. IGRs/ALTs are encouraged to listen carefully, participate respectfully, and represent the conscience of their home groups whenever possible.

Tradition Four — Group Autonomy

“Each group should be autonomous except in matters affecting other groups or A.A. as a whole.”

Each AA group manages its own affairs. Intergroup exists to support groups through shared services, not to govern or direct them.

Tradition Five — Primary Purpose

“Each group has but one primary purpose—to carry its message to the alcoholic who still suffers.”

Intergroup services such as hotlines, meeting lists, public information, and events help support AA’s primary purpose. IGRs/ALTs help keep service discussions focused on carrying the message.

Tradition Seven — Self-Support

“Every A.A. group ought to be fully self-supporting, declining outside contributions.”

Intergroup services are supported through voluntary contributions from groups and members. IGRs/ALTs may help communicate how shared services are funded and supported.

Tradition Nine — Service Boards

“A.A., as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.”

Intergroup committees and trusted servants exist to carry out practical service work. These service bodies remain accountable to the groups they serve.

Tradition Twelve — Anonymity

“Anonymity is the spiritual foundation of all our Traditions...”

IGRs/ALTs are trusted with protecting member anonymity and maintaining confidentiality when appropriate, especially in public communication and online spaces.

The Twelve Concepts for World Service

The Twelve Concepts help guide AA service structure and decision-making. They emphasize:

- Accountability in service
- Delegated responsibility
- Participation
- Communication
- Trusted leadership
- The importance of minority opinion

IGRs/ALTs are encouraged to become familiar with the Concepts over time as part of growing in service.

Principles Before Personalities

Healthy service work depends on ***placing AA principles ahead of personal opinions, conflicts, or prestige.***

Effective service work includes:

- Respectful listening
- Patience during disagreements
- Avoiding gossip and resentment
- Focusing on the common welfare
- Seeking cooperation rather than winning arguments

Informed Group Conscience

An informed group conscience is reached after members have:

- Access to relevant information
- Time for discussion
- Opportunity to ask questions
- Opportunity to hear differing viewpoints

IGRs/ALTs help support informed decision-making by bringing accurate information between Intergroup and their home groups.

Minority Opinion

AA encourages members with differing viewpoints to be heard respectfully before final decisions are made.

Hearing minority opinions can:

- Improve understanding
- Prevent rushed decisions
- Strengthen unity
- Help ensure all voices are considered

IGRs/ALTs are encouraged to participate with openness, humility, and respect for differing perspectives.

APPENDIX IV

Structure of Intergroup Meetings

The Basics

Intergroup business meetings provide a regular opportunity for IGRs, ALTs, officers, committee chairs, and trusted servants to share information, discuss service needs, and make decisions that support local AA groups and AA's primary purpose.

The purpose of an Intergroup business meeting is not to govern individual AA groups, but to coordinate shared services such as meeting lists, hotline service, literature, events, public information, the Service Center, and other local AA service activities.

Helpful Meeting Etiquette

To support unity and effective service, participants are encouraged to:

- Arrive on time and prepared
- Listen respectfully
- Speak one at a time
- Keep comments brief and on topic
- Avoid side conversations
- Ask questions when clarification is needed
- Avoid gossip or personal criticism
- Respect the chair's role in guiding the meeting
- Focus on solutions and the common welfare

Disagreement is a normal part of service work. IGRs/ALTs are encouraged to practice principles before personalities and remain open to group conscience.

The Agenda Broken Down

A typical meeting may include:

1. Opening Prayer
2. Roll call
3. Approval of minutes / Secretary Report
4. Treasurer's report
5. Old business
6. New business
7. Committee reports
8. Announcements
9. Good of the Order
10. Closing Prayer

An agenda helps keep the meeting focused, orderly, and respectful of everyone's time.

1. **Secretary Report**
 - Previous meeting minutes
 - Action items from prior meetings
2. **Treasurer Report**
 - Current balance

- Income and expenses
- Group contributions
- Literature sales
- Budget concerns or upcoming costs

3. **Old Business**

Old business includes items that were discussed at a previous meeting and still require follow-up, discussion, and/or a decision. Old business may include:

- Revisiting a motion tabled at a previous meeting
- Receiving a committee update on an assigned task
- Reviewing progress on office repairs, technology updates, or website changes
- Following up on a group concern brought to Intergroup earlier

Old business helps ensure that service items do not get forgotten and that trusted servants remain accountable for follow-through.

4. **New Business**

New business includes new topics, concerns, motions, or service needs being brought before Intergroup for the first time. New business may include:

- Request to form a new committee or ad hoc committee
- Proposal for a workshop, speaker event, or service day
- Request for funding
- Proposed change to bylaws
- A concern from a home group
- Discussion about improving accessibility, communication, or safety

New business may be discussed immediately, referred to a committee, tabled for more information, or brought back to groups for an informed group conscience.

5. **Committee Reports**

Committee reports help IGRs/ALTs understand what service work is happening and where help may be needed. Reports may include:

All Groups

- Need for host groups
- Changes to meeting format

24-Hour Hotline

- Volunteer openings
- Call volume

Publishing

- Deadline for flyers and info for the Communicue
- Updates on formatting

Membership

- Upcoming workshops
- New IGR/ALT orientation updates

Office Volunteers

- Volunteer opportunities
- Clearance or training requirements

Public Information

- Outreach efforts
- Requests from professionals

Service / IG Liaison

- Important information from GS or H&I
- Meeting or event details

Special Events

- Upcoming events and planning meetings
- Volunteer needs

6. Announcements

Are brief informational items that do not require discussion or action

Examples include:

- Group anniversaries / Special events or meetings
- Local events
- New meetings
- Meeting closures or location changes

IGRs/ALTs should take notes on announcements that need to be shared with their home groups.

7. Good of the Order, sometimes called "for the good of the group," is a time for brief items related to the welfare of Intergroup or the local fellowship that are not already covered on the agenda.

Examples may include:

- Suggestions for improving communication or participation
- Concerns that may need future discussion
- Appreciation for service work
- Reminders related to unity, accessibility, or group welfare
- Items that may need to be placed on a future agenda

Good of the Order is generally not used for lengthy debate or new motions unless local procedure allows it.

Role of the IGR/ALT During Intergroup Meetings

During Intergroup meetings, IGRs/ALTs may:

- Represent their home group's conscience when known
- Ask questions on behalf of their group
- Share group concerns or updates
- Vote when eligible
- Volunteer for committees or tasks
- Take notes for their group report
- Help communicate service opportunities

IGRs/ALTs do not need to know everything before participating. Asking questions is part of learning service.

APPENDIX V

Bylaws of Contra Costa County Service Association of Alcoholics Anonymous

PREAMBLE

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

None will govern, but all may serve. Each should be permitted certain authority and responsibility. This entails freedom of action by each in its own field of responsibility, but in exercising that freedom, each should naturally respect and help the other.

PURPOSE

The Intergroup is a clearinghouse through which A.A. groups and individuals can communicate quickly and efficiently with one another for the good of the groups in the Contra Costa Area.

FUNCTIONS

1. Provide a conveniently located office in which volunteers and/or paid workers are available to help any person with an alcoholic problem.
 2. Serve as a clearinghouse for an exchange of information involving all participating groups and/or individuals. (Participation does not necessarily involve financial help.)
 3. Within the spirit of cooperation and non-affiliation, maintain "Alcoholics Anonymous" listings in local telephone books and handle telephone inquiries, routing them to the appropriate local groups.
 4. Provide a 24-hour answering service.
 5. Handle local public relations and take care of requests from those in the community who are interested in Alcoholism and want information about A.A.
 - a. Arrange for speakers at request of non-alcoholic affiliated groups.
 - b. Arrange newspaper stories with local editors, if requested.
 - c. Cooperate with other agencies in the community who deal with the alcoholic, basing such cooperation on the principles in the Twelve Traditions.
 6. At regular intervals publish and distribute an up-to-date list of meetings in the area.
 7. Prepare a bulletin to be distributed at all group meetings. Included in bulletins should be changes of group officers or meeting places and times; also included are local news of interest to the area.
 8. Sponsor and arrange regular public, open meetings in the area.
 9. May sponsor and handle details of annual dinners, etc.; supported by groups in the Contra Costa Area.
 10. Must make available to participating groups, members and other A.A. publications approved by the General Service Conference of A.A., or by the Grapevine. Any other literature must be approved by Intergroup with a 2/3-majority vote.
- I. CONTRA COSTA INTERGROUP OF A.A. (composition of)
- The Contra Costa Intergroup is composed of all A.A. groups located in or near Contra Costa County, which desire to affiliate with the Intergroup.

II. INTERGROUP MEMBERS (group qualification)

Every group wishing to affiliate with the Intergroup may do so by requesting to be placed on the published meeting schedule and mailing list. However, a Group that wishes to register with the Intergroup for the purpose of participating in the Intergroup meetings should have a representative. Registration of a Representative may be accomplished by mail or telephone, prior to the Intergroup meeting. Those representatives that register prior to the Intergroup meeting, by mail or telephone will have a vote at the first Intergroup meeting they attend. Registration may also be accomplished by the representative signing the register at the Intergroup meeting. Any representative whose initial registration is accomplished by signing the register at the Intergroup will NOT have a vote on the night they register, but will have a vote at subsequent Intergroup Meetings.

III. COMPOSITION

The Intergroup shall be composed of one representative and one alternate from each registered group, each chairperson and the elected officers. Every weekly meeting shall be considered a group and is entitled to one Representative, even if part of a larger umbrella group. Duly registered representatives shall cast this vote.

IV. GROUP REPRESENTATIVE AND ALTERNATE QUALIFICATIONS

It is suggested that the group representative and the group alternate have at least one years continuous sobriety and be familiar with the workings A.A., the Twelve Steps, the Twelve Traditions and the Twelve Concepts.

V. DUTIES OF GROUP REPRESENTATIVES AND ALTERNATES

The group representative and/or group alternate serves his group by making its conscience known to the Intergroup. They also help by keeping informed on trends and developments of interest to group members.

VI. TERMS OF OFFICE OF REPRESENTATIVE

The suggested term of office shall be two years. It is also suggested that the representative not succeed himself based on the principles of rotation as outlined in the 12 Concept of World Service.

VII. THE INTERGROUP OFFICERS

The Officers of the Intergroup shall consist of a Chairperson, a Secretary and a Treasurer. Those eligible are current Intergroup Representatives, Alternates, Committee Chairpersons and Officers. The Officers will have a voice but not a vote at Intergroup.

VIII. METHOD OF INTERGROUP OFFICERS ELECTION

The Intergroup Officers shall be elected by the Intergroup Representatives. The Intergroup Officers shall be elected following the Third Legacy election procedures as outlined in the AA Service Manual.

IX. TERM OF OFFICE OF THE INTERGROUP OFFICERS

In the spirit of rotation, the term of office of the Intergroup Officers shall be for a period of 12 months. These officers may reelected only once, so that the period of office will not exceed two years, except if a person is elected to fill a vacated position with less than 6 months remaining they may be elected to two additional full terms.

The Chairman's term of office will expire each Nov 1st.

The Treasurer's term of office will expire each May 1st.

The Secretary's term of office will expire each May 1st.

Any vacancies occurring in the term of office shall be filled by the Intergroup using Third Legacy procedures for the unexpired term.

X. THE OPERATING COMMITTEE

This committee will consist of the three elected officers plus the chairpersons who are elected by the Intergroup. The function of this committee is to administer to the affairs of the Intergroup in all matters at the direction of the group. The Chairman of Intergroup is to officiate at these meetings and he or she is to have a voice but not a vote, except in case of a tie. A quorum for the Operating Committee shall be seven persons.

The Office Manager shall be a member of the Operating Committee having a vote as well as a voice except in personnel matters.

XI. COMPOSITION OF THE STANDING COMMITTEES

The operating committee will consist of the following nine-committee chairs and /or their alternates. Each committee shall have only one vote.

- 1) Publishing
- 2) Telephone
- 3) Office Volunteers
- 4) Special Events
- 5) Service
- 6) Public Information
- 7) Tape Committee
- 8) Membership

(A) Functions of the Standing Committee are as follows:

- 1) Publishing – Publish and distribute monthly bulletins to all groups in the Intergroup service area, such bulletins to include changes of group officers and times and places of group meetings. Is also responsible for all publications originating from Intergroup-, compiling and mailing “The Communiqué” monthly, intercommunications between groups, and making continuation of policies for publishing with Intergroup approval
- 2) Telephone – Maintain a 24-hour answering service: up-top-date 12 step list; listings in local telephone books; a fair distribution of 12-step work. Also keeps an active list of volunteers to answer “HotLine” and schedule same: Keeps an accurate and up to date list on file at the Service Center. Maintains a list of alternates; oversees gathering of names, phone numbers and duty times of monitor volunteers; schedules training sessions for volunteers and 12 step workers
- 3) Office Volunteers – Trains and supervises the office volunteers. Acts as liaison between the volunteers and the Operating Committee. Maintains file information for desk monitors, check with volunteers regarding suggestions and complaints.
- 4) Special Events – Sponsors and arranges public meetings at regularly stated intervals, such meetings to feature a speaker to be invited by Intergroup to speak on the A.A. program.

- 5) Service – Responsible to maintain liaison committee and report to Intergroup on the activities of:
 - a) Hospitals and Institutions Committee
 - b) General Service
 - c) Northern California Conference
 - d) Cooperation with the Professional Community
- 6) Public Information – Acts in an informative capacity with non-professional and non-AA organizations to keep the community informed as to the availability of A.A. Participates as a member of the California Northern Coastal Public Information Committee.
- 7) Tape Committee – Trains and supervises the tape committee members and acts as liaison between the committee and the Operating Committee.
- 8) Membership – Serves to stimulate participation in Intergroup, maintains communication with the groups. Informs New Intergroup representatives on the basics of Intergroup and how to get involved. Assist in organizing Secretary's Workshop.

B) Term of office and rotation of committee chairpersons.

The term of office for chairpersons shall be one year.

The chairperson can be reelected only once. The officers will rotate and the term will end as follows

Publishing retires each May 1st.

Telephone retires each May 1st.

Office Volunteers retires each November 1st.

Special Events retires each November 1st.

Service retires each November 1st.

Public Information retires each May 1st.

Tape Committee retires each May 1st.

Membership retires each November 1st.

XII. SPECIAL WORKERS

- 1) Office Manager: Is responsible for managing the Service Center, and implementing policies determined by the Operating Committee and Intergroup. (Job description and requirements on file in Service Center)
- 2) Assistant Office Manager: Is responsible to assist Office Manager with the functions of properly running and maintaining Service Center as directed by Office Manager, the Operating Committee and Intergroup.:

Annually, the Chairperson shall convene a committee composed of the following 5 people: The Intergroup Officers (Chairperson, Secretary, Treasurer and the Office Volunteer Chairperson) and one member of the Operating Committee to evaluate the Special Worker and set goals for the upcoming year and report back to Intergroup. The existing Intergroup approved Job Description for the Special Worker will be the guideline/basis for this annual review.

XIII. FINANCES

It is suggested that there be no accumulations of funds beyond current necessities with a retention of only a prudent reserve for contingencies.

XIV. SOURCES OF FINANCES

We are self supporting through our own contributions. Our support will be derived from:

- a) Voluntary contributions from A.A. groups.
- b) Sale of approved books and literature.
- c) Contributions from A.A. sponsored Special Events.
- d) Personal contributions from A.A. members.

XV. MANNER OF CONDUCTING MEETINGS OF THE INTERGROUP

The meetings of the Intergroup shall be conducted by Robert's Rules of Order" whenever they do not interfere with the Bylaws, 12 Traditions or the 12 Concepts of World Service. A 2/3 majority is required to carry any motion.

- a) A 2/3 majority will be those voting members who have signed in at each meeting
- b) Minority opinion will always be encouraged.
- c) A motion defeated on the floor of Intergroup may not be reintroduced for one year.

A quorum for regularly scheduled meetings shall be 20 of the registered Intergroup Representatives. Registered prior to the date of the meeting.

XVI. BYLAW AMENDMENTS

These bylaws may be amended at any time by a 2/3 vote of the registered Intergroup members present and voting their respective group conscience, provided that at least 50% of the groups with registered Intergroup Representatives are represented at such meetings; and further provided that a copy of the proposed amendment or amendments has been mailed to each group at least 60 days prior to the meeting at which it is proposed they be voted upon. All suggested changes will be submitted in writing showing current format and suggested revisions and once approved will be included in current dated copies of the Bylaws.

- XVII. A copy of these Bylaws will be on file in the Service Center Officer and are available to all interested members of Alcoholics Anonymous.

XVIII. DISPOSITION OF ASSETS UPON DISSOLUTION

Should a dissolution of Intergroup occur, every effort will be made to transfer funds and other assets to another 501c3 group/groups providing service to Alcoholics Anonymous.

APPENDIX VI

A Practical Guide to Robert's Rules of Order

Purpose of Parliamentary Procedure

Robert's Rules of Order provides a fair and orderly process for conducting business meetings. Its purpose is to help the Intergroup:

- Consider one matter at a time.
- Give every member a reasonable opportunity to participate.
- Protect the rights of both the majority and the minority.
- Reach clear, informed decisions.
- Maintain an accurate record of actions taken.

Parliamentary procedure should support—not overshadow—the spiritual principles of A.A. It is a tool for organizing discussion, not for controlling members, silencing disagreement, or gaining a procedural advantage.

The Intergroup's bylaws, adopted policies, and established procedures take precedence over Robert's Rules. Robert's Rules applies only when those governing documents do not address the matter under consideration.

Basic Meeting Process

A typical item of business follows this sequence:

1. **Recognition:** A member waits to be recognized by the Chair before speaking.
2. **Motion:** The member states, "I move that...", followed by the proposed action.
3. **Second:** Another member seconds the motion, indicating that at least one other person believes it should be considered. A second does not necessarily mean support for the motion.
4. **Restatement:** The Chair restates the motion so everyone understands exactly what is being considered.
5. **Discussion:** Members discuss the merits of the motion. The maker of the motion is generally given the first opportunity to speak.
6. **Vote:** When discussion is complete, the Chair states the motion again and calls for the vote.
7. **Announcement:** The Chair announces whether the motion passed or failed and, when appropriate, explains the next action.

Only one main motion may be considered at a time. Discussion should remain focused on the pending motion.

Making and Discussing Motions

A motion should propose a specific action the Intergroup can take. Clear wording helps prevent confusion about what members are approving.

Example:

"I move that the Intergroup establish an ad hoc committee to review the bylaws and present recommendations at the October business meeting."

During discussion:

- Members should address their comments to the Chair.
- Each member should be allowed an opportunity to speak before anyone speaks a second time.
- Comments should address the proposal, not another member's motives or character.
- Personal remarks, interruptions, and side conversations should be avoided.

- Members may ask questions to understand the motion before voting.
- The Chair should remain impartial while presiding.

Discussion may continue as long as members have relevant information or viewpoints to share, unless the body votes to close debate.

Common Motions and Requests

Action	Suggested Wording	Second Required?	Debatable?	Vote Required
Introduce business	"I move that..."	Yes	Yes	Majority
Amend a motion	"I move to amend by..."	Yes	Yes	Majority
Refer to a committee	"I move to refer this matter to..."	Yes	Yes	Majority
Postpone consideration	"I move to postpone this matter until..."	Yes	Yes	Majority
Close debate	"I move the previous question."	Yes	No	Two-thirds
Withdraw a motion	"I request permission to withdraw my motion."	No	No	General consent or majority
Request information	"Point of information."	No	No	No vote
Raise a procedural concern	"Point of order."	No	No	Chair rules
Take a brief recess	"I move to recess for..."	Yes	Limited	Majority
Adjourn the meeting	"I move to adjourn."	Yes	No	Majority

An amendment changes the wording of the pending motion. It may add words, remove words, or replace language. The amendment is discussed and voted on before returning to the main motion. If the amendment passes, the body then considers the main motion as amended.

A point of information is used to request factual information relevant to the pending business. It is not an opportunity to make a speech.

A point of order may be raised when a member believes the rules or proper procedure are not being followed. The Chair rules on the point and briefly explains the decision when needed.

Voting and General Consent

Unless the bylaws or an applicable rule requires otherwise, most motions are decided by a majority vote—more than half of the votes cast. Abstentions are not counted as votes cast.

Routine or noncontroversial matters may be handled by general consent. The Chair may state:

"If there is no objection, the minutes will be approved as presented."

If no member objects, the action is approved. If a member objects, the Chair proceeds with discussion and a formal vote.

The Chair should clearly announce the result of every vote. When the result is uncertain, a counted vote should be taken.

Minority Opinion and an Informed Group Conscience

A.A.'s group-conscience process calls for more than simply counting votes. Members should receive relevant information, have an opportunity to ask questions, and hear differing viewpoints before making a decision.

After a vote, the Chair may invite members who voted with the minority to share information or perspectives that were not previously considered. This is not an opportunity to repeat the entire debate. If the minority opinion presents significant new information, a member who voted with the prevailing side may move to reconsider the decision.

Members should avoid using parliamentary procedure to rush discussion when additional information may materially affect the outcome. At the same time, respectful disagreement does not require unanimous consent. Once the group conscience has been reached, members are encouraged to support the collective decision.

Role of the Chair

The Chair's responsibility is to facilitate the meeting fairly and efficiently. The Chair should:

- Follow the agenda and recognize speakers in an orderly manner.
- State each motion clearly before discussion and voting.
- Encourage participation while keeping discussion relevant.
- Apply the rules consistently and impartially.
- Clarify procedure when members are uncertain.
- Protect the right of the body to make its own decisions.
- Avoid using the position to influence the outcome of debate.

The Chair may pause the proceedings to explain a rule or help a member properly phrase a motion. When strict procedure would create unnecessary confusion, the Chair may use reasonable flexibility, provided the rights of members are protected and the will of the body is clear.

Guiding Principle

Robert's Rules should be applied with patience, common sense, and respect. The goal is not perfect parliamentary form. The goal is an orderly and inclusive process through which the Intergroup can arrive at an informed group conscience and carry out its primary purpose.

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.

APPENDIX VIII

Glossary

Contra Costa Intergroup Handbook

Numbers

12-Step Call. A call made by an A.A. member to a person seeking help with a drinking problem. Contra Costa Intergroup maintains a list of members willing to respond to these calls through the 24-Hour Hotline.

12-Step Call List. The confidential list of local A.A. members who have volunteered to receive referrals and respond to people seeking help with alcoholism.

24-Hour Hotline. Contra Costa Intergroup's telephone service that answers calls at all hours from people seeking A.A., members needing meeting information, and others requesting local A.A. information.

501(c)(3). A federal tax-exempt classification for qualifying charitable organizations. The handbook's bylaws refer to transferring remaining assets to another qualifying organization serving Alcoholics Anonymous if Intergroup dissolves.

A

A.A. / Alcoholics Anonymous. A fellowship of people who share their experience, strength, and hope with one another so they may solve their common problem and help others recover from alcoholism.

A.A. Group. A local gathering of A.A. members that meets regularly and follows A.A.'s Traditions. In this handbook, a registered group may select an IGR and an Alternate to participate in Contra Costa Intergroup.

A.A. Grapevine. A.A.'s international journal and a publisher of A.A.-related books and other material. The bylaws permit the Service Center to make Grapevine publications available.

A.A. Literature. Books, pamphlets, service materials, and other publications produced or approved for use in A.A. The Service Center sells A.A. literature and publications.

A.A. Service Manual. The A.A. service reference that describes the General Service Conference structure and includes the Twelve Concepts for World Service and service procedures, including Third Legacy elections.

Abstain / Abstention. To choose not to vote either for or against a motion. Unless a governing rule says otherwise, abstentions are not counted as votes cast.

Accessibility. The practice of reducing physical, communication, technological, or other barriers so that members can participate in meetings, events, and service activities.

Accountability. The responsibility of trusted servants, officers, committees, and workers to report to and remain answerable to the people or service body they serve.

Ad Hoc Committee. A temporary committee created to complete a specific assignment, such as reviewing the bylaws, and normally dissolved when its work is finished.

Adjourn. To formally end a meeting. A motion to adjourn generally requires a second and a majority vote.

Agenda. The planned order of business for a meeting. It helps the body address its work in an orderly and time-conscious manner.

Alcoholic Who Still Suffers. A traditional A.A. phrase referring to a person who continues to experience alcoholism and has not yet found, accepted, or maintained recovery. Carrying the message to that person is A.A.'s primary purpose.

All Groups Speaker Meeting and Birthday Celebration. A recurring Contra Costa Intergroup event featuring an A.A. speaker and recognition of sobriety anniversaries. Local groups may be asked to host or support the meeting.

Alternate Intergroup Representative (ALT / Alternate IGR). The trusted servant selected to support the group's IGR, attend when the IGR is unavailable, help maintain communication, and vote in place of the IGR when eligible.

Amendment to a Motion. A proposed change to the wording of a pending motion by adding, deleting, or replacing language. The amendment is decided before the body returns to the main motion.

Anonymity. An A.A. spiritual and practical principle that protects members' identities and places principles before personalities. Public anonymity is maintained at the level of press, radio, films, and comparable public media; care is also appropriate in minutes, email, social media, and service communications.

Announcement. A brief informational item that generally does not require discussion or action, such as an event notice, meeting change, or service opportunity.

Area. A geographic division within A.A.'s General Service structure, made up of districts and represented at the General Service Conference by an elected delegate. It is distinct from Intergroup.

Attraction Rather Than Promotion. The A.A. public-relations principle that A.A. makes help and information available without sensational advertising, personal promotion, or pressure.

Audio Library / Tape Committee. The collection of recorded A.A. speakers maintained as a local service. The bylaws use the historical name "Tape Committee" for the committee responsible for this service.

Autonomy / Group Autonomy. The Tradition Four principle that each A.A. group manages its own affairs, except in matters affecting other groups or A.A. as a whole.

B

Birthday Club. A local self-support initiative through which members may contribute in recognition of their A.A. sobriety anniversary.

Bridging the Gap (BTG). An A.A. service that helps people leaving treatment or correctional settings connect with A.A. in the community. Contra Costa Intergroup may cooperate with this service.

Buck's Club. A local self-support initiative that encourages recurring individual contributions to help support Contra Costa Intergroup services.

Business Meeting. A meeting where members conduct the practical affairs of a group or service body through reports, discussion, group conscience, motions, and votes.

Bylaws. The locally adopted rules describing Contra Costa Intergroup's purpose, composition, officers, committees, finances, elections, meeting requirements, and amendment process. They take precedence over Robert's Rules when the two conflict.

C

California Northern Coastal Area (CNCA). The General Service area serving a portion of Northern California. The bylaws refer to participation in its Public Information service activities.

Central Office. A common name in some communities for a local A.A. service office. In this handbook, it is generally equivalent to Intergroup or Service Center.

Chair / Chairperson. The trusted servant who presides over a meeting, follows the agenda, recognizes speakers, states motions, applies procedure impartially, announces vote results, and helps the body conduct its work.

Charter. A foundational document establishing a service body and stating its basic purpose or authority. The handbook quotes Contra Costa Intergroup’s original 1966 charter.

Clearinghouse. A central point for receiving, organizing, and sharing information. The bylaws describe Intergroup as a clearinghouse through which local groups and individuals can communicate efficiently.

Close Debate / Previous Question. A motion to end discussion and proceed to a vote on the pending matter. Under standard parliamentary procedure, it requires a second, is not debatable, and requires a two-thirds vote.

Committee. A group of trusted servants assigned to carry out a defined area of service or to study and report on a particular matter.

Committee Chair. The trusted servant responsible for coordinating a committee’s work, communicating its needs and activities, and reporting to Intergroup or the Operating Committee.

Committee Report. A summary of a committee’s activities, needs, finances, recommendations, or upcoming work presented during a business meeting.

Common Welfare. The shared well-being and unity of A.A. as expressed in Tradition One. It asks members to consider what best supports the fellowship and its primary purpose.

Communiqué, The. Contra Costa Intergroup’s monthly newsletter containing local A.A. news, meeting information, minutes, events, service opportunities, and other material of interest to members.

Confidentiality. The careful protection of private or sensitive information learned through service. Confidentiality is related to, but broader than, A.A. anonymity.

Consensus. Broad general agreement reached through discussion. Consensus is not always the same as unanimity and, when a formal vote is required, does not replace the voting rule in the bylaws.

Contra Costa County Service Association of Alcoholics Anonymous. The formal name used in the charter and bylaws for the local service association now commonly known as Contra Costa Intergroup or the Contra Costa Service Center.

Contra Costa Intergroup (IG). The local service body created by participating A.A. groups to coordinate services that groups can provide more effectively together, including the hotline, meeting information, literature, public information, events, and the Service Center.

Contra Costa Service Center (CCSC). The local A.A. service office operated by Contra Costa Intergroup. “CCSC,” “Service Center,” and “Contra Costa Intergroup” are sometimes used interchangeably, although Intergroup also refers to the participating service body.

Cooperation, Not Affiliation. The A.A. principle of working constructively with professionals, agencies, facilities, and community organizations without endorsing them, becoming formally connected to them, or allowing them to use the A.A. name as an affiliation.

Cooperation with the Professional Community (CPC). A.A. service work that provides accurate information about A.A. to professionals who may encounter people with drinking problems. It is distinct from endorsement or affiliation.

Counted Vote. A vote in which the number on each side is formally counted, usually when the result of a voice or show-of-hands vote is uncertain or when an exact record is needed.

D

Debate / Discussion. The orderly exchange of information and viewpoints about a pending motion or issue before a decision is made.

Delegated Responsibility. A service principle under which a person or committee is entrusted with a defined task and enough authority to carry it out, while remaining accountable to the body served.

District. A local geographic unit within A.A.'s General Service structure, composed of groups represented by GSRs. A district is distinct from Intergroup.

E

Eligible Voter / Voting Member. A person authorized under the bylaws and local procedures to cast a vote. At Contra Costa Intergroup business meetings, this is generally the duly registered IGR or, in the IGR's absence, the eligible Alternate.

F

Fellowship. Depending on context, either Alcoholics Anonymous as a whole or the community of A.A. members who share in recovery and service.

Floor, The. A parliamentary term for the meeting's active consideration of business. A member who has been recognized by the Chair "has the floor" and may speak.

G

General Consent / Unanimous Consent. A way to approve a routine or noncontroversial action without taking a formal vote. If any member objects, the Chair uses the normal discussion and voting process.

General Service. A.A.'s service structure connecting groups through GSRs, districts, areas, delegates, the General Service Conference, the General Service Board, and GSO. It is separate from, but may cooperate with, Intergroup.

General Service Board (GSB). The board of trustees with custodial oversight of A.A.'s principal world service organizations in the United States and Canada.

General Service Conference (GSC). The annual service meeting that brings together area delegates, trustees, directors, and staff to act as the active voice and group conscience of A.A. in the United States and Canada.

General Service Office (GSO). The A.A. service office that supports groups and the General Service structure in the United States and Canada. It is not the same as a local Intergroup or Service Center.

Good of the Order. A portion of the agenda for brief items related to the welfare of Intergroup or the local fellowship that were not otherwise covered. It is generally not intended for lengthy debate or new motions unless local procedure allows.

Group Conscience. The collective conscience or decision of an A.A. group or service body, developed through member participation and guided by A.A. principles rather than by any single authority.

Group Service Representative (GSR). The trusted servant who connects an A.A. group to the General Service structure through its district and area. A GSR's role is different from an IGR's local Intergroup role.

H

Hospitals and Institutions Committee (H&I). An A.A. service committee that carries the message into hospitals, treatment facilities, correctional facilities, and other institutions. It is separate from Intergroup but may cooperate with it.

Home Group. The A.A. group in which a member regularly participates and ordinarily takes service commitments. An IGR represents the conscience of the group that selected them.

Hotline Volunteer. An A.A. member trained and scheduled to answer or support Contra Costa Intergroup's 24-Hour Hotline.

Hybrid Meeting. An A.A. meeting that permits participation both in person and through an online platform.

I

Informed Group Conscience. A collective decision reached after members have received relevant facts, had time to ask questions and discuss the issue, considered A.A. principles, and heard differing viewpoints, including the minority opinion.

Intergroup Business Meeting. The regular meeting where eligible group representatives receive reports, exchange information, discuss local service needs, and make decisions for Contra Costa Intergroup.

Intergroup Number (IG No.). The local identifying number assigned by Contra Costa Intergroup to a group or meeting for administrative records, contributions, literature purchases, and participation in Intergroup. It is not a GSO group number.

Intergroup Operating Committee (IOC) / Operating Committee. The committee described in the bylaws as consisting of elected Intergroup officers and committee chairs, with the Service Center Manager participating as provided by the bylaws. It administers Intergroup affairs at the direction of the Intergroup body.

Intergroup Representative (IGR). The trusted servant selected by an A.A. group to serve as its two-way communication link with Contra Costa Intergroup, represent the group's informed conscience when known, and participate in local service decisions.

L

Liability Insurance. Insurance coverage arranged as one of Contra Costa Intergroup's group-support services. The specific scope of coverage is controlled by the applicable policy and endorsements.

M

Main Motion. A formal proposal that the body take a specific action. Only one main motion is normally considered at a time.

Majority Vote. More than half of the votes cast by eligible members, unless the bylaws or another applicable rule requires a different threshold.

Mayhew Meeting Room. The meeting facility at 193 Mayhew Way used for Contra Costa Intergroup business meetings and other local A.A. activities.

Meeting Minutes. The official written record of a business meeting, including actions taken, motions, vote results when recorded, and other proceedings required by local practice. Minutes are a record of what was done, not a transcript of everything said.

Meeting Schedule / Meeting List. The published listing of local A.A. meetings, including relevant times, locations, and formats, maintained as an Intergroup service.

Membership Committee. The Intergroup committee that encourages group participation, communicates with groups, orients new IGRs and Alternates, and supports service workshops as described in the bylaws and handbook.

Minority Opinion. The opportunity for members on the nonprevailing side of a vote to present information or perspectives that may not have been fully considered. It supports an informed group conscience but is not simply a repeat of the entire debate.

Minutes Approval. The body's confirmation that the written minutes accurately record the previous meeting's proceedings. Approval may occur by formal vote or general consent.

Motion. A formal proposal that the body take a particular action. A motion is stated by a member, normally seconded, restated by the Chair, discussed when debatable, and then decided.

N

New Business. New topics, concerns, motions, or service needs brought before the body for the first time.

Newcomer. A person new to A.A. or newly seeking help for a drinking problem.

Non-Affiliation. See "Cooperation, Not Affiliation."

O

Office Volunteer. A trained volunteer who helps staff the Service Center, answer calls, welcome visitors, provide information, and assist with authorized office services.

Old Business. Unfinished matters carried forward from an earlier meeting for follow-up, further discussion, or decision. In formal parliamentary terminology, "unfinished business" is often the more precise term.

Online Meeting. An A.A. meeting conducted through an internet-based audio or video platform.

Opening / Closing Prayer. A prayer used to begin or end a meeting according to local custom. Participation is voluntary, and the prayer is not itself a rule of parliamentary procedure.

Outside Contribution. Money, property, or other support offered by a non-A.A. source. In keeping with the Seventh Tradition, A.A. groups and service bodies decline outside contributions.

Outside Enterprise / Outside Issue. An organization, cause, controversy, or activity not part of A.A.'s primary purpose. The Traditions caution against affiliation, endorsement, financing, and public opinions on outside issues.

P

Parliamentary Procedure. A set of meeting practices used to consider business fairly and in an orderly manner, protect majority and minority rights, and produce clear decisions.

Participating Group / Affiliated Group. An A.A. group that chooses to connect with Contra Costa Intergroup and use or support its services. Participation does not require financial contribution.

Point of Information. A request for factual information relevant to the pending business. It is not a speech or argument.

Point of Order. A procedural objection raised when a member believes a rule is not being followed. The Chair rules on the point, subject to any applicable right of appeal.

Postpone. To delay consideration of a matter until a specified later time or meeting. This differs from referring the matter to a committee for study.

Predatory Behavior. Conduct that exploits, pressures, manipulates, or targets another person, including sexually inappropriate conduct or misuse of a service role. The handbook directs concerns to an appropriate trusted servant and immediate threats to emergency services.

Primary Purpose. A.A.'s central purpose, stated in Tradition Five: to carry its message to the alcoholic who still suffers.

Principles Before Personalities. The Tradition Twelve practice of placing A.A.'s spiritual principles, common welfare, and primary purpose ahead of personal preference, status, conflict, or resentment.

Prudent Reserve. Funds set aside for reasonable contingencies and financial stability. The bylaws advise retaining a prudent reserve while avoiding unnecessary accumulation beyond current needs.

Public Information (PI). A.A. service work that provides accurate information about A.A. to the general public and community organizations while observing anonymity, attraction rather than promotion, and non-affiliation.

Publishing Committee. The Intergroup committee responsible for The Communiqué and other Intergroup publications, including distributing local news and meeting information.

Q

Quorum. The minimum number of eligible members who must be present for a body to conduct official business. The applicable number is set by the bylaws for the Intergroup and Operating Committee.

R

Recess. A short temporary break in a meeting. A motion to recess ordinarily states the length of the break.

Recognition. The Chair's acknowledgment that a member may speak. A recognized member has the floor.

Refer to Committee. To send a pending matter to a committee for study, action, or recommendation, usually with instructions about what the committee should do and when it should report.

Registered Group. A group recorded with Contra Costa Intergroup for participation and administrative purposes. Voting rights depend on registration of the group's representative and the requirements in the bylaws and local procedures.

Reconsider. A motion asking the body to consider again a vote already taken. Under standard parliamentary practice, it must be made by someone who voted on the prevailing side and is subject to timing and local rules.

Restatement of a Motion. The Chair's repetition of the exact motion before discussion or voting so the body is clear about the question being considered.

Right of Appeal. The Concept Five principle that minority views and personal grievances should receive careful consideration. In parliamentary procedure, an appeal may also ask the body to review a ruling of the Chair.

Right of Decision. The Concept Three principle that trusted servants should have enough discretion to carry out assigned responsibilities effectively, within the scope of their authority and accountability.

Right of Participation. The Concept Four principle that voting participation should be reasonably proportionate to the responsibility a person or service element is expected to carry.

Robert's Rules of Order. A recognized guide to parliamentary procedure used when the local bylaws, adopted policies, established procedures, Twelve Traditions, and Twelve Concepts do not address the matter. It is a tool to support, not dominate, the group-conscience process.

Roll Call / Sign-In. The process used to record attendance and representation at a meeting. Sign-in may also affect registration, voting eligibility, or the calculation required by the bylaws.

Rotation. The A.A. service practice of regularly passing service positions to new trusted servants. Rotation encourages participation, prevents concentration of authority, and reduces burnout.

S

Second. An indication by another member that a motion should be considered. A second does not necessarily mean the member supports the motion.

Self-Support / Seventh Tradition. The A.A. principle that groups and service bodies support their own activities through voluntary contributions from A.A. members and groups and decline outside contributions.

Service. Work performed to help carry the A.A. message and support the fellowship, including group commitments, hotline work, office volunteering, committee work, public information, and representative service.

Service Body. A board, committee, office, conference, or other structure created to carry out A.A. service work and remain directly responsible to those it serves.

Service Center. See “Contra Costa Service Center (CCSC).”

Service Center Manager / Office Manager / Special Worker. The paid worker responsible for managing the Service Center and implementing policies established by the Operating Committee and Intergroup. “Special worker” is the Tradition Eight term for a paid employee whose work does not make A.A. professional.

Service/IG Liaison. The local service role or committee that shares information between Intergroup and other A.A. service entities, such as General Service and H&I.

Special Events Committee. The Intergroup committee that plans and coordinates approved local events, public meetings, and related volunteer needs.

Special Worker. An employee paid for professional or administrative work needed by an A.A. service center. A.A. remains nonprofessional because the worker is paid for services performed, not for carrying the A.A. message as a profession.

Standing Committee. A continuing committee established in the bylaws to manage an ongoing area of service, such as Publishing, Hotline, Office Volunteers, Public Information, Membership, or Special Events.

Substantial Unanimity. A.A.’s preference that important decisions reflect broad support after full discussion and consideration of minority views. It does not always require every person to agree; the applicable voting threshold is determined by the bylaws or other governing rule.

T

Table / Table a Motion. A parliamentary term often used informally to mean delay an item. Under formal Robert’s Rules, “lay on the table” has a narrower purpose; when the intent is to delay until a later meeting, “postpone” is usually clearer.

Third Legacy. A.A. service, often called the Fellowship’s Third Legacy after Recovery and Unity. The term also refers to the election procedure in The A.A. Service Manual designed to combine voting with selection by lot when repeated ballots do not produce the required result.

Traditions, Twelve. The spiritual principles that guide A.A. groups and the Fellowship in matters such as unity, authority, autonomy, primary purpose, non-affiliation, self-support, public relations, and anonymity.

Treasurer. The elected officer responsible for financial reporting and other duties assigned by the bylaws, policies, or Intergroup.

Treasurer’s Report. A financial report that may include balances, income, expenses, group contributions, literature sales, budget concerns, and upcoming costs.

Trusted Servant. An A.A. member entrusted with a service responsibility and accountable to those served. Trusted servants lead and facilitate; they do not govern.

Twelve Concepts for World Service. Principles explaining A.A.'s world service structure and addressing responsibility, authority, participation, appeal, leadership, accountability, and safeguards. They can also inform local service work.

Twelve Steps. A.A.'s suggested program of personal recovery from alcoholism.

Two-Thirds Vote. At least two-thirds of the votes counted under the applicable rule. Contra Costa Intergroup's bylaws require a two-thirds majority for motions and impose additional requirements for bylaw amendments.

Two-Way Communication. The IGR/ALT function of carrying accurate information from Intergroup to the home group and bringing the group's questions, concerns, updates, and conscience back to Intergroup.

U

Umbrella Group / Fellowship. A local arrangement in which several meetings share a name, location, treasury, or administrative structure. Under Contra Costa Intergroup's bylaws, each weekly meeting may still be treated as a group entitled to one representative.

Unanimity / Unanimous Consent. Unanimity means complete agreement. Unanimous consent, also called general consent, is a procedure for approving an action without a formal vote when no one objects.

Unity. The shared spiritual principle expressed in Tradition One that A.A.'s common welfare comes first and personal recovery depends upon A.A. unity.

V

Voice but No Vote. The right to participate in discussion without authority to cast a vote. The bylaws assign this status to certain Intergroup participants.

Vote. The formal expression of a choice on a motion, election, or other question by an eligible member.

W

Withdraw a Motion. A request by the maker to remove a motion from consideration. Once the Chair has stated the motion, withdrawal generally requires the body's permission by general consent or vote.

World Services. Services that support A.A. as a whole through the General Service Conference structure, the General Service Board, and its service corporations, as distinguished from local Intergroup services.