

11:00 am - Sharing Session held virtually; opened with the Serenity Prayer by Coree H. Chair. Our meeting is open to everyone to learn and participate on the topics. Area delegate job description was explained and questions answered. **Presentation – The relationship between intergroup and General Service by Carol B., former Central Service Board Chair from Santa Clara County (SCC) →** She explained the structure of intergroup in SCC, including the board, committees, and twelfth step services (Diverter and web hotline). She explained how intergroup coordinates with other service committees (e.g., H&I, PICPC, General Service) and uses a newsletter called COIN to communicate what is going with Intergroup. The meeting was opened for Q&A and open discussion:

- Q: Tell me more about the web hotline. A: Started about 60 days ago as a supplement to diverter (answers phone when intergroup is closed). They utilize Slack; there aren't any shifts; people visit when they want to. For example: someone can submit a question on Slack and have the question answered. When someone answers a question, the person responding then "owns" the question and further communications related to that person's question.
- A member shared difficulties with engagement in service (Intergroup and General Service) in his small city, and asked Carol if she has experienced this. Carol shared that she has also had difficulties with representation.
- Q: Does intergroup have a representative from Intergroup attend district meetings? A: No, not in SCC, but Carol thought it was a good idea.
- Members shared that their district's unity days are a way to cooperate, as well as liaisons from the district going to intergroup meetings or vice versa, however some shared that they have had difficulties filling the liaison commitment.
- One member shared that Intergroup has invited representatives from the district to help using the 3rd legacy procedure for their elections.
- A member shared a resource: [A.A. Guidelines Central or Intergroup Offices](#), available on aa.org
- A member shared about her concern that the general population of AA members are uninformed or unaware that A.A. has a general service structure
- A member shared that the Intergroup/Central office serves as a local "backbone," and a benefit is that the manager stays consistent whereas General Service positions rotate every two years. He shared how General Service is in a position to make changes to AA that could impact Intergroup, suggesting that we keep Intergroup and supporting it at the forefront of our minds in General Service.
- A member shared how she became much more active in communication with Intergroup in response to the pandemic, sharing information she learned about how groups and districts were responding with Intergroup instead of just with GSRs

Topic and speaker selection for next month: Group discussed potential topics for next meeting; previously suggested/proposed topics: 1) COVID cases rising and how districts respond, 2) how to improve our future, 3) digital baskets, and 4) improving our communications within AA. Next month's topic → **Improving Communication in The Service Entities.** Chair will find a speaker from the Area.
Meeting adjourned at 12:00pm with the Responsibility Statement

Respectfully submitted,
Sarah B., DCM Sharing Session Recording Secretary