

INTERGROUP CENTRAL OFFICE OF SANTA CLARA COUNTY, INC.

Dear IGR's and AA community,

Thank you for the emailed questions and participation at the May Intergroup Meeting.

With regards to Restructuring of Central Office, the Central Service Board wants the AA community to know that the CSB devoted a significant amount of time collecting and evaluating input and discussing the options available from the information received.

After thorough and careful consideration, we arrived at the decision that will provide the greatest benefit and positive impact to support our primary purpose' "*To carry the message to the suffering alcoholic.*" The restructuring plan is still in its early stages and we anticipate community collaboration and participation. Beginning in June, there will be an Advisory Council to support the CSB in place, composed of former board members willing to provide expertise and community input and support in planning for the future operational structure of central office.

We hope you are looking forward to visiting Central Office during the new hours of operation Monday, Tuesday, & Wednesday from 2PM-6PM and Thursday, Friday, & Saturday from 10AM-2PM. The Central Office staff and volunteers are excited to serve AA groups, meetings, and everyone in the community with purchasing books, literature, AA signs, group liability insurance certificates and copy services. We look forward to seeing you soon!

In service and gratitude,
Central Service Board

May 9, 2021

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FAQs *Revised May 9, 2021*

What input from the fellowship and Intergroup was collected prior to the decision to change the structure of Central Office?

The CSB asked for 2021 Input at the Intergroup Meeting in December 2020 and included the written request in the Dec IG meeting agenda. We continued to collect input through February 2021. The board also reached out to former CSB board members and received input from board members that served on the last ~10 to 12 central service boards, and going as far back as 2006. The input was received via emails, phone calls and text messages. Past CSB members were consulted individually, as were past and present employees and volunteers from central office, and public information on local central offices was accessed.

How were the AA traditions used?

A misunderstanding of the 12 traditions in the role of the Central Service Board. The 12 traditions are a vital method in which groups use to carry the message to the suffering alcoholic. They are based on sound spiritual principles. However, the central service board is not an AA group - it's an oversight board to a legal entity. Intergroup Central Office of Santa Clara County, Inc., is an official non-profit 501 (c) (3) corporation, since August 12, 1976.

Although the central service board can tap into the value of the 12 traditions, the twelve traditions are not the exclusive source of how the Board conducts its business. The work that goes into electing CSB members on behalf of the AA community, is far more complex and extensive than what is required to run a successful AA group. The board has a fiduciary responsibility and is tasked with making decisions about buying equipment, negotiating rental and lease agreements, hiring and even letting go of staff. The Intergroup Central Service board supports the AA groups, but is not an AA group in and of itself.

One of the responsibilities of CSB, is to make decisions that are in the best interests of the AA community as a whole. The board is elected and charged with the responsibility to make decisions about how the organization can best be directed towards the goal of serving the needs of the AA community. Like any Board of Directors in a corporation, non-profit or for profit, a Board has to make difficult management decisions, and generally must do so without bringing every decision to the community it is serving.

Why is CSB Restructuring central office?

Making tough business decisions is sometimes a part of being a board member. The decision to restructure did not come easily the CSB. Part of being in a leadership position is that we sometimes have to make decisions that may draw criticism.

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The presently elected CSB has dedicated many hours to collecting and curating feedback from the community and held countless board meetings and discussions prior to arriving at the decision to restructure. The CSB has a duty to make decisions they believe are proper action and business choices based on the information they received.

What are the benefits of Restructuring Central Office?

1. Reduced overhead expenses with by employing part-time staff and volunteers.
2. We reopened Central Office after being closed for over a year.
3. The community asked for day and evening hours, the plan includes fulfilling that request by staying open until 6 PM three days per week.
4. The CSB intends to continue to receive community input though an IGR & Community survey coming soon! And by engaging the Advisory Committee for CSB in June.

Diverse Innovative Ideas, what does that mean?

Examples of innovative ideas implemented by volunteers with CSB support would be the web chat feature added in 2020 and the new website re-design project going on now! And the online registration form and the online insurance form, both coming soon!

In January 2021 the community gave input asking for a variety of changes that included more tech innovation and culturally diverse staff and volunteers, that reflect the community. The CSB intends to make these two topics 1) Tech Innovation and 2) Cultural diversity, our top priorities by continuing to listen to the community input and soliciting ideas and methods to support these initiatives that includes participation from the AA community and the CSB Advisory Council.

Which other Central offices are Santa Clara County becoming more like and why is that more effective?

Similar offices include San Mateo county, Oahu Hawaii and Northport to name a few. We anticipate that there will be a significant savings from the restructure that will allow for expanded services to support the community. The expanded service may include extending the evening hours of operation, staying open later 7-8 PM. In the short term, there are a number of upgrades that are needed at Central Office to ensure that it is able to operate more efficiently that may, include Internet Tech and software updates.

If Intergroup Reps asked a question, when will they be answered?

The board members are volunteers with full-time jobs, we are doing our best to reply promptly. ETA for updating FAQs in 5-7 days.

Why are the financials buried in the COIN?

We received input from the community saying that the financials were hard to find. They are usually included at the end of the COIN newsletter PDF. In response to this request our IT volunteer created a tab that has the financial reports listed. Here is the URL: <https://aasanjose.org/co-intergroup-financials-and-minutes>