

## Central Service Group Inventory Responses and Recommendations

### Legend:

“?” - Means the person did not have enough service knowledge to answer the question.

“NA” - Means the response didn’t apply to the question or it was gibberish.

### Question 1:

**Are our committees functioning as effectively as possible? If not, how can we improve? Please comment on: Treasury, Help E-mail, Website, Literature, and/or Entertainment.**

No=10, Yes=25, NA=3, ?=5

No=23%, Yes=58%, NA=7%, ?=12%

- Entertainment could pay for events, instead of asking the fellowship to purchase tickets.
- Groups could be allowed to contribute directly to entertainment.
- Treasury - Groups contribute separately to GSO, as suggested in the 7<sup>th</sup> Tradition pamphlet. We could make several adjustments to the way we spend this money which has been given to support our local AA community (Dist 1 & 2) which is not being spent. Instead of giving it to the GSO or area.
- Webmaster - Pay closer attention to clearing off old posts and keeping the contact list updated.

## Central Service Group Inventory Responses and Recommendations

- Treasury – consistency with reports and accounting of \$\$\$. Each new treasurer seems to have their own way of doing it. We could create a consistent reporting template.
- Literature could sell chips/medallions. More open time.

### **Question 2:**

**Are we fulfilling our responsibilities to the community groups that we interact with through our treatment and corrections committees such as hospital staff, and correctional facilities? If not, how can we do better?**

No=9, Yes=20, NA=2, ?=10

No=9, Yes=49%, NA=5%, ?=24%

- Treatment could offer free literature for groups to give to detox and for homeless people.
- More comprehensive literature plan/package for corrections and detox.
- Treatment - Add Marguerite Centre, John Hopkins and Freedom to Bridging The Gap. Fund members to pick up residents at these facilities for meetings.
- The Treatment Committee could always have a back-up plan, if groups miss the notice of rotation. There could be a confirmation phone call, and have a member on call who is willing to go to the facility if a group can't make it.
- Treatment - There are 2 new day detox facilities that could be added to our meeting lists.

### **Question 3:**

**Can the Public Information committee do better at spreading information to the public? And can the Cooperation with the Professional Community committee do better to bring the message to professionals in the community?**

## Central Service Group Inventory Responses and Recommendations

No=8, Yes=12, NA=7, ?=14

No=20%, Yes=29%, NA=17%, ?=34%

- Public Information - Bring back supplying clinics and doctor's offices with pamphlets.
- Training/mentorship from previous subcommittee chairs would go a long way in getting a new chair up to speed. We could also be using GSO services to learn about these committees and get ideas of what can be done.
- Public Information - AA ads could be placed on public transit.
- Public Information – Should share the message at schools.
- CPC – send invites to professional agencies for information sessions. Provide Grapevines relevant to these committees.

### **Question 4:**

**Is everything being done to carry information between my home group and the central service office? If not, how can we be more engaged?**

Yes=20, No=9, ?= 5, N/A=4

Yes=53%, No=24%, ?=13%, N/A=10%

- CSRs could ensure that the Alt. CSR or another group member attend the Central service meeting when they won't be able to attend
- Each group should have a representative for monthly meetings.
- I think that we need to see more of our Chair's visiting our local meetings, taking the time to ask us what we would like to see, and encouraging groups to

## Central Service Group Inventory Responses and Recommendations

voice their concerns so that they feel like they have a voice and will have their concerns addressed. They could also ask to join in on group business meetings.

- CSRs need to be educated so they know what they need to bring back to their groups

### Question 5:

**Do I represent the Central Service office, or AA as a whole, in a positive way, both in meetings, and when talking about AA service work outside of the meetings? If not, what can I do to make the Central Service work attractive, and welcoming to potential volunteers?**

Yes=20, No=12, ?=5, N/A=3

Yes=50%, No=30%, ?=13%, N/A=7%

- Get more involved in service
- Less complaining on what happens in Central Service meetings
- Reports could include only pertinent information
- We could set time limits on questions and answers in the meeting
- Bring a spouse or another group member to the Central Service meeting
- Speak positively about what service has done for you and encourage spouses to give back to the fellowship by getting into service
- Encourage sharing the workload and improve the culture from within. Creating positive experience will lead to positive feedback

## Central Service Group Inventory Responses and Recommendations

- Highlight the positive efforts that others are making and say let's do more of that
- Could there be a committee within the Central Service where there is a rotation of past or present executive or subcommittee members, who would call individual groups and request that they can come to one meeting to share their experience, strength and hope; highlighting what has come to their personal spiritual growth due to their commitment to service work.
- One alcoholic asking another alcoholic if they could help the committee may be a more personal approach instead of the broad shout out

### **Question 6:**

**Do we take the time to educate all of our volunteers including CSRs about the responsibilities of their positions? If not, how can we improve?**

Yes=7, No=11, ?=14, N/A=3

Yes=20%, No=31%, ?=40%, N/A=9%

- Each new committee chair should be given a set period of time to read the guidelines and their responsibilities and be able to answer questions from the executive at the next meeting
- Start a mentoring system
- Set up a two hour meeting where the Central Service chair indicates priorities and guidelines of each position and the art of communicating information to the groups
- Groups should take the time to educate volunteers

## Central Service Group Inventory Responses and Recommendations

- Send the guidelines to a newly elected chair person or CSR and include an offer to help answer questions
- Hold a welcome meeting for new CSRs every two years to educate
- Use one Central Service meeting per year to review the guidelines
- Run more service workshops
- Is there a meeting just for new CSR's so they can understand Roberts Rules a little bit? Do you explain what needs to be taken back to the groups for a group conscience and what is just informational? Also do you explain that they need to take a vote at a business meeting and the majority is the decision?
- The length of sobriety is getting shorter and shorter. If you have a heart beat you're in. Most, when asked about their position, don't have a clear idea of their position. Respect the sobriety requirements and have someone go through it with them.

### **Question 7:**

**Does the Central Service office effectively relay information between Central Service, District, Area, and GSO? If not, how can we improve?**

YES= 16, NO= 6, N/A= 7,?= 11

YES= 40%, NO= 15%, N/A= 17.5%, ?= 27.5%

- The sub committee chairs and co-chairs should have more consistent attendance at the monthly Area 82 active committee meeting. This should be added to the CS guidelines under the responsibility of CPC, Corrections, Treatment, and Public Information.

**Question 8:**

**Do we emphasize the importance of service? How effectively? How can we do better?**

YES= 15, NO= 18, N/A= 6,?= 2

YES= 36.6%, NO= 43.9%, N/A= 14.6%, ?= 4.9%

- Bring back in person Central Service meetings as this promotes service better. Need to inform group members about the responsibility to serve and personal benefits of becoming an active member in these positions. We need to hear the advantages of the service positions one on one. Maybe sponsors can add it to their work when they have sponsees. My biggest issue is the negativity that burned out service workers spread around the AA community.
- Respect the spirit of rotation – not a handful of people circling through the different positions over and over again.
- Ask previous trusted servants who had great experience with positions, to come and speak at Central Service meetings
- We can do better by sharing more at meetings how service has positively influenced our recovery
- We talk to people one on one about the important role service had for them in their recovery.
- I think the pamphlets that GSO makes available would be a start to educate our membership. Also the Three Legacies of our fellowship.
- I believe the 3 sides of the AA triangle are not as important to newer members over the last 10 - 20 years.

## Central Service Group Inventory Responses and Recommendations

- When a new member does not hear the recovery message and service message from sponsors and in the rooms then they have nothing to pass down.

### Question 9:

**Are all members given the opportunity, and encouraged to speak at central service meetings? If not, how can we improve?**

YES= 16, NO= 6, N/A= 4,?= 13

YES= 41%, NO= 15.4%, N/A= 10.3%,?= 33.3%

- Poor meeting efficiency is causing people to not come, and to avoid asking more questions as to not elongate the meeting.
- Could we move the meeting to the weekend so people could have more time to share?
- The Zoom format isn't conducive to expressing ideas or opinions to those new to Service. Nor is it a tool that is accurate as an example of what Service in AA is. Zoom has been a very useful tool during the pandemic, and in areas where distance and lack of community transit are factors. In HRM there is no reason people in Service can't attend meetings in person. Rides are always available through other members of the Fellowship, the need just has to be expressed. Zoom is an easier, softer way that was and is useful when needed. In person Fellowship, one alcoholic talking with another is how we recover.
- The importance of service sponsors needs to be addressed. There are new service members who take positions and don't understand the business meeting etiquette and when they hear things go on in a meeting they don't understand the roles of each of the Central Service committee members so they often are afraid to speak up for fear of having an idea shot down.

## Central Service Group Inventory Responses and Recommendations

- From my experience I have noticed on many occasions that certain members of the executive have not been open to people speaking up. I did not deem their responses to people speaking up to be very Professional. I feel that the chair turning over their position temporarily so they may speak, unduly influences and intimidates people and takes time away from the CSRs. I have seen people walk out of service due to the executives' behavior.