

The Dallas Intergroup or “Central Office” has been serving the Dallas area AA community for over 70 years. Its primary purpose over these years is to help individual alcoholics find their way to sobriety and directly serve the AA Groups in the Dallas Metroplex.

Most people access Intergroup with a phone call. Our volunteers provide a friendly voice to alcoholics looking for a meeting or for the suffering alcoholic who needs help. The volunteer often shares experience, strength and hope with those who call -- at all hours of the day and night. Phone calls to the Intergroup office are answered 24/7. The following describes how calls are handled during the day and night.

- On Monday – Friday, 10am – 5pm, volunteers answer phone calls to the Intergroup office offering information about AA in general, meetings and workshops, and help callers find groups near their location. Occasionally the volunteer may receive a call from someone who is wondering if they are alcoholic. If the caller wants, the volunteer can refer someone to reach out to them directly and take them to a meeting giving an opportunity for a 12<sup>th</sup> step call. Intergroup volunteers maintain a list of AA members who are willing to be of service.
- On weekday evenings (5pm – 10am), weekends (5pm Friday to 10am Monday), and holidays, NightWatch answers calls to Intergroup. NightWatch volunteers are specially-trained and work these shifts so that there is someone to talk to any alcoholic who calls. The late night calls are often 12<sup>th</sup> step opportunities that can help the suffering alcoholic find a way out.

Intergroup service to AA groups generally includes providing AA literature -- all of the AA-approved literature in book and pamphlet format. If there is something that Intergroup does not have in stock, they will order it. Groups can order literature by phone, by email, or just by stopping in. With some notice, the order will be ready when the Group member comes to pick it up.

But there is much more that Intergroup does:

- Manages a web site that provides volunteers, reps, and the AA community with meetings and group locations, group workshops, anniversaries and events, opportunities for service including volunteering at IG, helping with Health Fairs, 12<sup>th</sup> step calls, and the myriad other possibilities.
- Maintains a list of speakers who can share their story, AA steps and traditions.
- Acts as a clearing house for callers who need the services of one of the Board committees such as CPC/PI or Jails and Judicials or Treatment.
- Maintains a current list of groups, addresses, and contact information.
- Helps AA members start a new group.
- Helps members learn about service positions
- Shares information about upcoming AA events such as conferences or workshops.
- Maintains an archive of history of AA in the Dallas area. There are a number of fascinating and very rare pieces of history that show how Alcoholics Anonymous in Dallas came into being.
- Provides desire and monthly chips, yearly chips and specialty chips.
- Always has coffee available for the visitor who wants to come by and hang out with sober Alcoholics.

Intergroup could not function without volunteers. In addition to all of the duties noted above, they fill orders, stock the literature, assemble newcomer packets, and generally pitch in to help with any needs in the Intergroup office. They are the lifeblood of Intergroup and their dedication is obvious to anyone.

So how is Intergroup funded? While literature and chip sales help, the main source of income is through group and individual contributions. Without these, Intergroup could not stay in business. And the greatest benefit of Intergroup is that there is critical one-on-one contact with the alcoholic – the language of the heart that is integral to Alcoholics Anonymous.

Intergroup business is managed by the Board of Trustees, a group of AA members who are elected by the Intergroup Reps. There are 9 Board positions and require a two year commitment. Each Board member has a service role: Jails and Judicials, Cooperation with the Professional Community / Public Information (CPC/PI), Treatment, Special Needs, NightWatch, Special Events, Newsletter. Members rotate off annually and newly elected members take their place. Board members are nominated by a nominating committee made up of 2 Board members and 3 Intergroup reps. This committee presents a slate of AA members for the reps to vote on in November. Nominations can also be taken from the floor at the October meeting.

The Board insures that Intergroup stays within the bylaws and operates in accordance to the AA Traditions. The Intergroup Manager reports to the Board as does the Bookkeeper and Accountant. It is the responsibility of the Board to oversee the general procedures of Intergroup.

Intergroup is a wonderful chance to be of service. If you have at least six months of sobriety come down to the Office and see what we do and who we are. Sign up for a commitment of only four hours a week or volunteer for NightWatch. You have the opportunity to help both the individual alcoholics who calls in for help as well as serving the groups in the Dallas area.