1. How well is SCAA doing in supporting its Districts and Groups? What further actions can the Area take to provide support?

Group A

- This is a big question. How can we better serve and carry message and get more groups involved in this time? Would love to hear from everyone.
- What is this question really trying to say? Is the question really what is the Area supposed to do to support a group?
- Question 4 is directly related.
- How effective are the committees? What else can the committees do?

Group B

- A] Good despite the circumstances. It's getting better virtually. The servers are present. If there is communication through the servers by these means and they reach the districts and groups.
- B] Keep working. Make hybrid joints. Print the scaan and work other languages.

Group C

- 2 main themes: more training for DCMs and officer visits to districts
- District is convoluted DCM didn't talk to Alt DCM before meeting. Whatever they talked about there weren't records to be brought back to the group. Nobody in the groups has any idea what's happening in the area. Area could help out by making contact w/ District and have someone from area attend district meeting to help out w/ flow of information to make sure.
- In the olden days, officers had schedule so that every officer visited a district every month, so that in a 2-year panel, all officers visited all districts.
- Hold DCM orientation again at beginning of panel to help DCM know what to do. DCM is most difficult job. There is more area can do to support them.
- Easy to get disconnected, especially with the way things have gone in the last 18 months
- Agree DCMs need more training. She became Alternate because nobody else would do it, and then DCM just gave her the position. Have no clue what to do, try to go to meetings to tell them we need more GSRs, GSRs get angry about stepping on toes. She sends out emails, gets responses from people wanting to be removed. Wants more practical training.
- Been in General Service 2 years, been DCM a little over a year, got DCM packet in mail. Biggest
 thing is pamphlet about how to be a DCM. Had no idea how to be DCM. Person before him was
 good, person before that was absent. He realized that he was responsible himself for finding
 out what he needs to do. Continually looks at DCM pamphlet to figure out what to do. Leading
 district is like herding cats sometimes.
- First year as DCM, was GSR past 5 years. Every time he gets emails, he sends them on to GSRs. The information he gets from area is good. Been learning job for last year. Past 2 years have been bad because of pandemic, and a lot of meetings shut down. Trying to figure out what

- meetings are open. Thinks there should be more training for DCMs so that they can know what to do.
- She is GSR, doesn't believe she is getting any area emails. Figuring out what the best way to decipher what information to bring to group that would garner interest.

Group D

- The area officers are very involved in what we do. Never had any problem reaching out and
- getting support. They have always been supportive.
- Information is streamlined well in my district. Information comes from the DCM. The gaps
- are in Area Assemblies are informative, but there is a ton of information. The minutes don't come until the next meeting giving a synopsis of what Lauren says (Key points).
- Doing a great job. The main issue is the recurring registration issues.
- Nothing to add.
- The leadership has been amazing. My focus has been on outreach to the meetings to bring in
- more participation.
- The area does an excellent job of sending out information. We have an excellent webpage. We
- have a great app.
- Secretaries used to get the notes out a month before the assembly. This has fallen by the wayside. We also used to give monthly reports. Technology helps us get items out faster.

What Further actions can we take to provide support?

- Looking for holes. Working on registration and making sure that they get emails.
- That the job of disseminating information to GSR's is ;the DCMs duty, but that is
- something we could look at.
- A list of short talking points.
- Districts need to step up and do more of the committee work. Only Area committee chairs are
- doing the work. Districts need to have jobs in their area to provide that support in the communities they go to meetings.
- What are we doing for those who only use paper and don't use the technology.
- 2. What does it mean to be available for Area Service as a GSR, DCM, Committee Member, Committee Chair, Officer, Delegate, Past Delegate etc? What further actions can be taken at each service level to increase effectiveness.

Group A

- It is a huge commitment in time to be of service. In alignment with Concept 10, it's an opportunity to really "stay in our lane" and pick something that is part of our commitment that we feel strongly about and complete that. We can't be everything to everyone. It's key to be our own best example of leading a balanced life. Our service donation of time is part of that balance and it is up to us to be clear and understand what we can and can't do. We can delegate or we can say no. Saying yes and then not being able to, doesn't support our self care and self worth. Let us have courage to example healthy ways of being.
- It is great responsibility and time commitment to be of service at the Area Level. Currently it is an unquantifiable number of hours and GSR's are bouncing back out and the message is it is overwhelming. Let us remember that when we are discussing topics like this, it is for the alcoholic recovering member who is not in the room. We need to understand what is happening and what is the message that members who aren't yet in General Service, receiving?
- So much responsibility of time to hold commitments in General Service. Between
 District meetings and Area meetings and Committee Meetings, it is a huge chunk especially for the new GSR. We need to take it slow going back into live meetings for
 everyone to feel safe.
- I've taken it slowly to increase my service commitments in AA. It has been a great practice to lead a balanced life and find the sweet spot. While I am growing and increasing my understanding of recovery in my life and be of service, I have written plenty of inventory and sponsor calls to help me right my life when it goes out of balance and there is too much service or too much anything and not enough of something else that is an integral part of life.
- Was very much involved in service over the years and increasing the time commitments.
 It was enriching my life and my recovery and continues to. I have been ok with
 increasing commitment responsibilities. It feels great to enrich my recovery in Area05
 and bring my experience, strength, and hope in General Service. It is easy for me to say
 I'm Available, and then I shape my life around that. I became a GSR to save my sobriety.
 And so far so good. God doesn't always call the qualified, God qualifies the call.

Group B

- A] It means having gratitude. Be present, be willing. As part of the recovery. Have the will to serve selflessly.
- B] Be responsible to keep coming practical humility and sponsor yourself.

Group C

- Main themes: show up, be available, hand off your commitment to the next person with materials, continuity, stick around to help the next person, better electronic communication
- At "sobriety stations" need to be available at any time. As registrar, he believes he needs to do outreach. GSR activity is low or is in lull. Creation of outreach effort, reach out to groups without GSRs to get voice.
- When you become GSR and DCM, it's like sobriety you have to show up. Baffled that GSRs don't show up. There was a different dynamic when we would meet up at John Adams or the school on the Westside and you would see 200 people. Maybe when things open up, it will increase participation. You've got to show up. If you can't, then don't take the commitment. If you don't show up, no one will cover for you. Personal responsibility.
- Participating best we could. He's had a problem w/ not getting email information the past
 month. Work conflicts with District meeting. He's had to rely on whatever the DCM and Alt
 DCM sends him via email. When he took commitment, meeting went from 200 people
 attending to 30 people and was about to go dark. People online moved to far away he took
 secretary and GSR commitment. Right now, he has alternate GSR, but he's been too busy. He's
 been relying on email communications for information.
- Have also noticed drop-off in attendance after moving to zoom. Getting late notice about area meetings on zoom. When we get back to in-person meetings, hope participating will pick up.
- She represents a zoom meeting that used to be live 80-100 ppl speaker meeting. The live meeting has changed location. The live meeting might have a GSR and she's not sure if they are registered separately. They have people coming from all over the country and Europe. Have had 15-35 people. She takes back information to the group. She's participating in 4 different meetings still on zoom or hybrid. She has health issues and has children and grandchildren not vaccinated and have had 3 people close to her die in the last month. Doesn't believe virtual meetings are over, at least for her. Very excited to come to meeting and hear greater network of AA and the world. It is a great miracle that we can help each other. We're jumping the gun worrying about numbers and in-person meetings. There is still a lot of danger out there. First cousin passed away 2 weeks ago from COVID
- Should create a written history of what you did as DCM so that you can give it to the next person serving. If we could encourage DCMs to produce a written history so the new DCM isn't flying blind. Hang around after rotating to help next person. For her, once the last person left, they could not be reached. Help the new person after you leave.
- Fortunate that past DCM stuck around to help him out. Start doing a GSR drive to go to dark meetings to increase participation at district. Have a separate committee to do that. District is hybrid right now.
- Westside Combined Districts have Love & Service Festival and Not-A-Glum-Lot Picnic... point of
 those events is to have booths to encourage participation. Really trying to reach out through
 zoom versions of the events to let people know what they could be doing for service.

Group D

 Personally, means you have the time energy and willingness to do what that position requires.

- People need to understand what the job entails. Encourage people to do the jobs that match their skills.
- The service manual suggests you talk to your family is onboard with the commitment. If Sundays are never available, don't be a GSR, do H&I. know your own limitations. You also need to talk to your employer. Talk to the people who are affected by your decision.
- Know that you can do it. Know the guidelines and policies. I know what my limitations and goals
- are.
- They are substantial time commitments. There is investment in what we need to do.
 You see good examples of being an alternate at the top of the service structure. How can we pass that down through the structure to the GSR/meeting level.
- Being responsible to meetings that are not represented. I have to be careful not to take on more than I can do. This is time consuming.

What further actions can we take to increase our effectiveness?

- Do they have what it takes to do that job. Know each other
- Assess performance on the last position before taking on a new commitment.
- Everytime I rotate in I learn the job as I rotate it out. Maybe there could be a mentoring/
- transition support/ training that takes place as new people come in.
- If we could have someone summarize action items that we are looking at this month.
 Something quick to read. Having a short summary would allow quicker distribution of information.
- 3. How well are the Area Officers and Committee Chairs serving the Area? What actions may be taken to improve their effectiveness?

Group A

- Everyone is serving very well and very effectively, everyone is doing the best they can.
- We could adopt/consider adopting a plain text big book model for General Service. The
 idea is to simplify so that we can more easily digest format for carrying on the
 information that comes out of General Service.
- Her father was given hope through CPC and was able to find Alcoholics Anonymous. It is how we do this together that is so important.

Group B

- A] Well they are working well. Good reports and they are all active.
- B] Keep working to have a project and we help them.

Group C

- More hands-on guidance. Have a handoff.
- On Area level, have been very pleased working with Grapevine / La Vina Committee, have
 worked with Archives Committee chair. Attendance has been really low Zoom fatigue. It is
 repetitive, nothing to spark interest in new person sitting at 8 hour meeting hearing information
 they heard the month before.
- District has been pretty convoluted. On area level, every time he's had contact w/ people at area level, people seem on top of their jobs. It is well-appreciated. Have had to go directly to area when he hasn't gotten anything from his district
- I have a really competent Alternate DCM, have a service sponsor, have a prior DCM that still comes to all meetings. Helps. 2 years ago, previous DCM vanished and no-one knew what to do. Having former DCM present and service sponsor has been very helpful.
- Pandemic hit us hard, don't want to be too harsh. Getting seniors up-to-date on zoom. Things
 could have been done better, but everyone was blindsided by this. Wanted to send Grapevine
 and La Vinas to seniors at meetings, but because we're so anonymous, had no addresses to send
 them to. Doesn't blame the area for that. We could all have had better training, but that is all
 hindsight.

Group D

- I think it is going well. I think that zoom improves things. It cuts travel time. There are a lot of
- committees. Some committees meet monthly.
- There are sometimes financial concerns about sending the alternate chair and the chair to a
- workshop. So, invest in the Alt Chairs so that when there is transition we "pick up where we left off".
- Stated that the Chairs do a good job. We do what we can do
- There is something about creating a link in the chain of services. Set people up for success. There is a reason that we do that with the delegate. That could be done up and down the levels of the services structure.

What actions can be used to improve communication?

- Suggestion for hybrid for zoom and in person meetings.
- When asked if the Alt-chair should be the next chair, he stated that it would lead to good participation.
- 4. Do you feel that the Area has been able to take care of business and thrive while meeting only online? What could we have done better?

Group A

• The Area has done very well and the Virtual Events have been well attended and people actually are staying til the end! Things have been terrific.

- It has been a lot to be online only. Challenging to hold attention in personal surroundings vs. in person where we are all together paying attention together. It's important to recognize and hear the concerns people are having about the meetings being too long and exhausting.
- My bulk of experience has been online. Only had 2 months of in person meetings.
- The Area has done an incredible job and has done it to the best of their abilities. At the end of long meetings, it just happens that I feel the burn out. Don't have a real solution to offer yet on how to address this. The more we can find ways to minimize the idea that General Service is this incomprehensible scary thing for people and that instead it is a privilege to be of service and there is an incredible attraction here in General Service.
- Learning how to bring back information to my group. I am a new GSR and it has been overwhelming at times to sort through what to bring back.
- Her father was given hope through CPC and was able to find Alcoholics Anonymous. It is how we do this together that is so important.
- We are in process and not yet at the Thrive mode. Perhaps we can make calls before assemblies and see if people need support to attend.
- Thank you for sharing everyone this meeting. Although we started off slow, our meeting discussion gained momentum and were truly heartfelt.

Group B

- A] YES.
- B] Start this, be here.

Group C

- Feel meeting in person has more pizazz or holds attention better. Even if it were in a bigger area w/ less people... A lot of angst in providing money to GSO from groups because they don't see any tangible evidence of work being done. Did used to see that when people were showing up and then going back to give reports. When people show up and take things back, there is a lot more support from groups. It's a good idea to meet back as quickly as possible, safely.
- If we're going to move forward and it's still going to be on zoom, could we have some how-to guidelines for how to use zoom. When they did the International Women's Conference. There was a tech person that they could call for questions.
- Thinks zoom meetings have provided area and districts w/ great opportunities. Never before had we had so many committee meetings meeting between area meetings. Many monthly meetings. We have 2+ great tech people who are available to committees and anyone needing help. Thinks area has been able to take care of business very well online. Personally, loves commute. Older person w/ underlying

health issues and zoom is much more accessible. Hopes that when we go back, we will have it hybrid. Has been to hybrid meetings that were more successful and some that were less successful. Some people are zoom adverse. She hated it at the beginning but has gotten to love it. Thinks area has done a lot.

 Have heard delegate, past delegates, and officers speak at meetings and have been impressed with knowledge and historical knowledge.

Group D

- No area has been able to thrive, but that we did the best we could.
- We could have tried to be more cognizant of those on the other side of the digital divide. We could have done more outreach to those who were unable to connect.
 Spanish districts have felt left out, and we could have done more mail to support people who need paper connection.
- Online has been effective and ironed out details. The issues didn't have anything to do with us
- being online.
- Great job taking care of business.
- GSR shared that she has easy access to technology.
- An Officer shared that some things have turned out really well. The participation on zoom has been fantastic. PRASSA was conducted very well. The Hispanic groups will participate in one room. Some of the Hispanic groups have embraced technology. The DCM does have the job of sending out information. What could be have done better? Outreach to the Spanish communities that they receive information and are able to make copies. Making sure that we get information out in person.
- It was shared the working at home was difficult.