

# NDIAA OFFICE SERVICES:

## SERVING AA'S PRIMARY PURPOSE IN THE COMMUNITY

- 1) The NDI Office is a clearinghouse for the flow of information from AA into the community of Northern Delaware. The NDIAA office reaches out the hand of AA, and is available to people seeking recovery from alcoholism. The office is often the first point of contact for suffering alcoholics seeking help from AA. Each day, the office provides a physically safe haven for people who walk through our doors seeking AA help, recovery, hope and fellowship.
- 2) Institutional Commitments: provide support for the AA 12<sup>th</sup> step work done in Institutions through coordination of meetings, posting of schedules and flow of information from AA members to the institutions and back again.
- 3) Banking and Financial Stewardship: management of Intergroup and AA assets and contributions through bookkeeping, timely and regular deposits of group contributions and responsible accounting and bill payments.
- 4) Availability, counsel and support to the AA groups for information, coordination of services and AA literature.
- 5) Meeting Schedules: we produce, update and disseminate the current schedules and locations of all the AA meetings in Northern Delaware and surrounding areas.
- 6) Organization and Motivation of Phone Volunteers: coordination, communication and organization of all the Home Answering Volunteers to keep the AA hotline open 24 hours a day, 7 days a week.
- 7) Information Management: overseeing changes and updates to the NDIAA website and AA Meeting Lists.
- 8) AA Literature Orders: responsible to order literature from AAWS, stock it, sell it and manage the inventory.
- 9) Provide Unity and Consistency for all groups: through the services of the office including all printed documents, flyers, newsletters, e-mail contacts, printed by-laws and reports to Intergroup Reps, the office aligns with the 12 Traditions of AA and serves to promote guidance, consistency and unity for all the AA groups.
- 10) Special Events: organization, promotion, bookkeeping and support for successful implementation of Special Events.
- 11) Cooperation with the Professional Community: fielding inquiries from businesses and institutions about what AA is and AA isn't, then matching service organizations with AA help through the work of AA committees or 12<sup>th</sup> step work. We also disseminate AA literature, info and meeting schedules to professionals and institutions in the community who call us frequently.
- 12) Referrals to Services: matching calls for help with the appropriate services and organizations in the community (rehab, halfway houses, outpatient services, shelters, NA, Al-anon, ACOA, etc.)
- 13) Outreach and Gratitude: writing of personal Thank You Letters to each AA group for their financial contributions.
- 14) Monthly Newsletter: Production, distribution, editing and management of subscription sales for the Trolley Square News. Through this vehicle we provide unity and current information while carrying the message of AA.
- 15) Steering Committee Support: available to carry out the work of the NDIAA Steering Committee through management of documents, accuracy of record keeping and clear communications with the AA groups.
- 16) Data Integrity: tracking and upgrading the data for each group and working to keep Quickbooks, AA meeting list data and NDIAA website data aligned and accurate and current.