

**APPROVED BY PANEL 62
GROUP REPRESENTATIVES
ON
FEBRUARY 10, 2024**

**GUIDELINES FOR THE OPERATION OF THE
AL-ANON INFORMATION SERVICE OF
METROLINA, INC.**

THE DISTRICT SERVICE COMMITTEE

WHAT IT IS:

The District 5 Al-Anon/Alateen Bookstore and Information Service Office (ABISO) is a local center established by AFG (AlAnon Family Groups) in District 5. It is a Corporation and is registered with the WSO (World Service Organization) as an Al-Anon/Alateen Information Service Office as well as registered with the North Carolina Secretary of State as a Corporation duly licensed to do business in the State of North Carolina.

It is funded by voluntary contributions from the groups, minimal profit from the sale of books, profits from fund raising activities, and other activities specified in the Al-Anon/Alateen Service Manual.

A District Service Committee (DSC) is assembled at the closure of each three year Panel to maintain, operate and manage the business function/aspects of the Corporation while planning for events and overseeing and filling the needs of present and prospective members.

HOW IT SERVES:

1. The DSC is composed of the following members who serve a three year term corresponding to the terms at the Area level. Each three year term is designated as a Panel.

- District Representative
- Alternate District Representative
- District Secretary
- District Treasurer
- District Literature Coordinator
- District Alateen Coordinator
- District Public Outreach Coordinator
- District Group Records Coordinator
- District Website Coordinator
- District Office Manager
- District Newsletter Editor
- District Archivist
- District Spanish Liaison
- District Technology Coordinator
- Event Coordinator

2. The DSC meets with Group Representative, Al-Anon and Alateen members of District 5 at least four times a year. The term used for these meetings is "District Meetings." The Group Representatives have voice and vote at this meeting. A Group Representative unable to attend a District Meeting can submit a written proxy vote on a matter presented for vote at a District Meeting or a member approved by their group to sub for the Group Representative; this member is not limited to the Alternate Group Representative; however the Alternate Group Representative is the first in line to vote after the GR. All Al-Anon and Alateen members have a voice at every District Meeting. The Group Representatives are elected for a three (3) year term. It is suggested that this term is served in tandem with the Panel Term of the District and Area Level. The reasoning for this suggestion lies in working together in close fellowship and camaraderie to achieve agreed upon District goals and address the needs and concerns of the membership which arise during a designated Panel Cycle.

At the District Meetings, during a Panel Cycle, activity reports and/or presentations are given by Officers and Coordinators, financial budgets and money matters are presented and discussed, goals are determined, thought and task forces are formed addressing needs and wants within the District, minutes are taken and voted on, events and committees are formed and formalized, any District business matters properly brought to the attention of the DSC, and lastly, votes are taken to cover general procedures and agreements reached.

All activities operate in the light of and in adherence to the Al-Anon/Alateen 12 Traditions and 12 Concepts of Service as clarified in the current Al-Anon/Alateen Service Manual.

3. The DSC holds committee meetings between the District Meetings. The purpose of these meetings is to discuss District activities and propose suggestions and/or motions to present to the Group Representatives for voting. The DSC must have a quorum to hold a meeting. A Quorum shall be defined as two thirds of the total number of DSC members. The DSC makes all decisions by majority vote of the quorum. A written proxy vote will be accepted.

4. The District 5 ABISO maintains an Office address to receive mail.

5. The District 5 ABISO is overseen by the Office Manager who thereby supervises all Office Employees and volunteers.

6. The Office Manager is hired and terminated by the DR with the majority vote of Panel Officers and Coordinators.

7. Office Employees are hired and terminated by the Office Manager in agreement with the DR.
8. Office Volunteers can be terminated upon egregious neglect or a continuous pattern of dereliction of office duties and responsibilities by the Office Manager in agreement with the DR.
9. The District 5 ABISO maintains an answering service and keeps an updated list of available volunteer contact names, phone numbers and times available.
10. The District 5 ABISO receives mail and phone inquiries and serves as an avenue for communicating with the DSC.
11. The District 5 ABISO maintains an inventory of only Conference Approved Literature (CAL) for purchase by groups in District 5. The quantities will be determined by the DSC and/or the Office Manager.
12. The District Treasurer and District Representative are the signature bearers for all checks made on behalf of the District. An accounting for all financial matters are presented to the Group Representatives at every District Meeting.
13. The District 5 ABISO maintains a listing of time and place of District Meetings and Area Assemblies.
14. The DR in collaboration, consultation, and agreement with the DSC and in accordance with the Spirit of Concept 9's discussion of Leadership will maintain the ability to make money related business decisions for ABISO up to \$300.00, as is necessary, during the interval between District Meetings.

STRUCTURE AND RESPONSIBILITIES

DISTRICT REPRESENTATIVE

Eligibility:

- Any outgoing GR whose three year term began and ended with the current Panel Cycle, a past GR that has remained active at the District Level.
- Elected by the outgoing Group Representatives.
- Term of office: Three years commencing January 1st of the year following election.

Responsibilities: District Level

- Is the Principal Executive Officer of the Al-Anon Information Service of Metrolina Corp., subject to the control of the Board of Group Representatives.
- Generally supervises, controls, manages all the business and affairs of the Corporation.
- Presides at all meetings of the members and Board of Group Representatives.
- Signs any contracts, or other instruments which the Board of Group Representatives authorized to be executed, e.g. lease.
- Calls and chairs District Meetings quarterly (4 Meetings per year).
- Creates Agenda for District Meetings.
- Has voice and no vote at District Meetings
- Calls and chairs Panel Meetings (consists of Officers and Coordinators in designated Panel) quarterly.
- Creates Agenda for Panel Meetings.
- Has voice and vote at Panel Meetings.
- Works on a budget with the Treasurer.
- Secures and signs lease for bookstore and District Meetings.
- Encourages public outreach projects at group and district levels.
- Encourages groups to keep service positions filled and maintain group participation in District activities and Area Assemblies.
- Checks the accuracy of District Meeting lists on District, Area and World Service websites and initiates corrections.
- Whenever possible, visits all groups in the District, particularly new groups and groups that request a visit, to make sure they are getting necessary information and help.
- Helps the groups understand and apply the Traditions and Concepts.
- Urges every group to complete and return the annual group update sent out annually by the World Service Office.
- Ensures all communications are reaching the groups through their group email, including news from the World Service Office.
- Checks on all group records through the World Service database.
- Keeps groups up to date with group record forms provided by the WSO.

- Completes, assists Al-Anon Members Involved in Alateen Service (AMIAS) in completing certification/recertification forms and forwards the forms to the Area Alateen Process Person (AAPP).
- Verifies AMIAS meeting attendance and approves, if appropriate, all applications for certification and recertification for AMIAS.
- Oversees Alateen Program in the District in absence of Alateen Coordinator.
- Regularly participates in the WSO's electronic community (AFGConnects).
- Emcees the Annual Winter RoundUp.

Area Level

- Attends Area World Service Committee Meetings (AWSC) quarterly (four times per year).
- Has voice and vote at the AWSC Meetings.
- Submits a quarterly (4) written report to the AWSC two weeks prior to the AWSC Meeting.
- Attends two Assemblies each year held in Spring and Fall.
- Submits a written report for each Assembly. (2 per year)
- Informs Area Alateen Coordinator and AAPP of any closed Alateen group.
- Participates in AWSC activities, accepting Task Force and Thought Force assignments throughout the three-year term of service.
- Submits expenses for AWSC activities related to transportation, meals and hotel which are reimbursed through the District Treasury.
- Brings forward any questions or concerns from the District during the DR Forum and announces District events or news.
- Has access to an email account for AWSC.
- Assists with registration at Assembly, assuring all voting GR's and non-voting members from the District are signed in and have paid the registration fee.
- Secures suitable location, speaker/Friday Night Fun and supports the Alternate Delegate in logistics for the Area Assembly when hosting an Assembly.
- Sends out Area Appeal Letters to all groups.

ALTERNATE DISTRICT REPRESENTATIVE

Eligibility:

- Any outgoing GR whose three year term began and ended with the current Panel Cycle, a past GR that has remained active at the District Level.
- Elected by the outgoing or incoming Group Representatives.
- Term of office: Three years commencing January 1st of the year following election.

Responsibilities:

- Attends DSC meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Fulfills duties of the DR if DR is unable to perform duties.
- Fulfills any duties as assigned by the DR.

DISTRICT TREASURER

Eligibility:

- Any outgoing GR whose three year term began and ended with the current Panel Cycle, a past GR that has remained active at the District Level.
- Elected by the outgoing Group Representatives.
- Term of office: Three years commencing January 1st of the year following election.

Responsibilities:

- Attends DSC meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Custodian of all funds and may be held liable for missing funds.
- Prepares quarterly appeals.
- Maintains records of all financial activities in District 5
- Prepares written financial reports for distribution at District Meetings and provides assurance that the District has sufficient funds to support ongoing and anticipated activities.
- Notifies the DR immediately when the District is expected to use its prudent reserves.
- Prepares and submits for GR approval the District 5 budget.

- Calculates the prudent reserves requirement annually as part of the budget development and whenever the District makes a significant change in its operations.
- Writes “Thank You” notes for any memorials received.
- E-files the Federal 990-N postcard return after year’s end.
- E-files and pays quarterly sales and use tax after the close of each quarter and before the end of the following month.
- Balances monthly bank statements and ensures bank balances tie to quarterly Treasurer’s Reports’ ending balances.
- Maintains and monitors the District bank accounts, credit/debit card and reviews all questionable transactions.
- Signs for CD’s and other financial documents used to secure District Funds.
- Suggests ways to reduce District expenses.

DISTRICT SECRETARY

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any outgoing GR whose three year term began and ended with the current Panel Cycle, a past GR that has remained active at the District Level.
- Elected by the outgoing Group Representatives.

Responsibilities:

- Attends DSC meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Attends all District Meetings and takes minutes.
- Sends the District Meeting minutes to the DR for review and revision within 14 days of District Meeting.
- Revised copy is sent to DR for dissemination within 14 days of District Meeting to help GRs receive an accurate rendition/account of the District Meeting.
- Maintains a hard copy of all Minutes and keeps in a notebook to be passed onto the incoming Secretary.

- Develops a list of all motions that were approved during their term for quick reference. The distribution of approved motions is provided at the first District Meeting of each term.
- Takes attendance at all District Meetings.

DISTRICT GROUP RECORDS COORDINATOR

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any current, active member of Al-Anon or Alateen. Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting

Responsibilities

- Attends DSC meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral report at District Meetings.
- Acts as a liaison for the District's AFG records between the District, Area Records Coordinator and the WSO Records Coordinator.
- Requests from the DR a current list of group details from the WSO database each quarter.
- Fills out the Group Record Change form or assists groups in making changes and submits it to either the WSO or Area Group Records Coordinator.
- When a group is in "No Mail Status" a contact is made to determine a valid current mailing address (CMA) for the group. Note: Alateen group records are handled by the Area Alateen Process Person.
- Helps each group set up and access group email account, working with the Area Administrator for ncbermudaafg.org for new group mailboxes and/or password resets.
- Helps new groups register with WSO.

DISTRICT PUBLIC OUTREACH COORDINATOR

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any current, active member of Al-Anon or Alateen. Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting

Responsibilities

- Attends DSC meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral report at District Meetings.
- Forms a committee to brainstorm public outreach projects and sets them in motion. A vibrant group makes for great enthusiasm for spreading the word.
- Recommends a Public Outreach budget to the Treasurer to present to the Group Representatives.
- Informs the general public about who we are, what we do, and how to get in touch with Al-Anon and Alateen through the media, professionals (therapists, social workers, counselors, etc.), facilities (treatment centers), schools, organizations (e.g. the National Council on Alcoholism and Drug Dependence (NCADD)).
- Works with Professional Community Coordinators (CPC) and Institution Coordinators.
- Attracts all families and friends of alcoholics to Al-Anon Family Groups to find help and hope in every community.
- Strive for name recognition and credibility for Al-Anon and Alateen as viable resources for local, regional, and national communities.
- Becomes familiar with all public outreach tools on alanon.org.
- Is the liaison between District 5 and the North Carolina/Bermuda Al-Anon/Alateen Area Public Outreach Coordinator.

DISTRICT SPANISH LIAISON

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any current, active member of Al-Anon or Alateen. Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting.

Responsibilities

- Attends DSC meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral report at District Meetings.
- Brings any questions, concerns, issues from Spanish Speaking Groups to the District.
- Invites Spanish Speaking Groups to elect Group Representatives and have them attend the District and Area meetings.
- Assist Public Outreach Coordinator with distribution of Spanish language Al-Anon and Alateen program to the Spanish Speaking community.

DISTRICT ALATEEN COORDINATOR

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting.
- Currently an active AMIAS with a current minimum of two (2) continuous years of experience in Alateen Meetings, serving in District 5.

Responsibilities:

- Attends DSC meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral report at District Meetings.
- Know and work with all AMIAS in District 5.

- Spearhead the process of recertifying AMIAS each year by contacting each AMIAS and providing them with recertification information.
- Keeps in close contact with DR on status of all meetings and AMIAS.
- Helps promote the Alateen Program in the District through speaking engagements, workshops, fairs and events.
- Liaison between District 5 and the Area Alateen Coordinator.
- Ensures Alateen Sponsors have received written permission from all Alateen parents prior to the Sponsors taking Alateens on any function.
- Secures an Alateen Speaker for the Winter RoundUp.

DISTRICT WEBSITE COORDINATOR

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting.
- Due to the specialized nature of the job, the DWC has the option of serving two (2) consecutive terms.

Responsibilities:

- Attends DSC Meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral/update report at District Meetings.
- Maintains the website.
- Adds, deletes, or updates website information for the Meeting List, the Events Calendar, Announcements, etc. . .
- Submits to the DR any recommended changes and budgetary impact to the website.
- Offers adequate training/assistance to his/her successor to successfully take over the duties outlined for the position.

Reimbursable Expenses:

- Website and Training Costs.

DISTRICT OFFICE MANAGER

Eligibility:

- Any current, active member of Al-Anon or Alateen with at least two current, consecutive years in Al-Anon with service experience.
- Submits resume to DR and interviewed by DR and outgoing Office Manager.
- Willingness to be trained and learn office procedure/responsibilities. Good communication skills are essential. Comfort with Microsoft Word and Excel, Gmail, and working knowledge of general office equipment.
- As a paid Employee and Trusted Servant of the Corporation prior experience is recommended.

Responsibilities:

- Attends DSC Meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral report for District Meetings.
- Reports any and all group changes or concerns that are reported to the District 5 ABISO directly to the DR.
- Supervises, trains and conducts reviews of all office employees. Ensure the duties of all office employees/volunteers are performed.
- Maintains a stock of office supplies.
- Order literature and books from WSO and maintain inventory.
- Enter orders on the computer for literature sold, print invoices, maintain checks and cash for deposit, make weekly deposits, respond to email daily.
- Send online orders and mail orders within two days of order.
- Ensures the office has coverage each month and maintains a list of members willing to volunteer at the Office.
- Actively engages with members to attract volunteers.
- Ensures a 24-hour answering service.
- Keeps record of hours worked and provides record to the District Treasurer.

- Maintains written instructions for office volunteers and contact information regarding questions or problems concerning the office.

Paid Position:

- Hourly wage determined by the Group Representatives.

DISTRICT NEWSLETTER COORDINATOR

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any current, active member of Al-Anon or Alateen. Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting

Responsibilities:

- Attends DSC Meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral report at District Meetings.
- Solicits written articles from membership.
- Produces a quality newsletter quarterly.
- Informs membership of submission date deadlines and release date of newsletter.
- Supports groups through the newsletter.
- Newsletter is an information conduit for District 5 groups.
- Is a clearinghouse for news from all District 5 groups.
- Reviews, edits and publishes articles and news from the groups, as well as reports from other coordinators and District Officers.
- Makes the newsletter available in PDF format for the website.

DISTRICT ARCHIVIST

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any current, active member of Al-Anon or Alateen. Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting.

Responsibilities:

- Attends DSC Meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral report at District Meetings.
- Maintains and adds new information to the District 5 Archives which include but are not limited to minutes of District Meetings, District Newsletters, examples of all Public Outreach and Alateen projects.
- District Archives are kept at the District 5 ABISO.
- Provides a display at the Winter RoundUP.

DISTRICT LITERATURE COORDINATOR

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any current, active member of Al-Anon or Alateen. Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting.

Responsibilities:

- Attends DSC Meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Prepares a written or oral report at District Meetings.
- Provides a table of literature for sale at all Public Outreach and Alateen functions.
- Finds events in the District to set up a Literature table providing literature for sale. These events may be AA events or any event at a Rehab facility.

EVENT COORDINATOR

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any current, active member of Al-Anon or Alateen. Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting.

Responsibilities:

- Attends DSC Meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Responsible for planning, coordinating and implementing the Annual Winter RoundUP.
- Secures venue reservation.
- Forms a Committee to organize the Annual Winter RoundUP.
- Becomes familiar with suggested guidelines contained in the Winter RoundUp notebook located at District Office.
- Responsible for planning, coordinating and implementing the Friday Night before Assembly when the District hosts.

TECHNOLOGY COORDINATOR

Eligibility:

- Term of office: Three years commencing January 1st of the year following election.
- Any current, active member of Al-Anon or Alateen. Submits a resume to the DR and may be appointed as an interim prior to GR vote at District Meeting. Knowledge of state of the art tech equipment and operation is strongly suggested.

Responsibilities:

- Attends DSC Meetings, has a voice and votes.
- Attends District Meetings with voice, no vote.
- Sets up equipment, operates and ensures connectivity of the zoom option at all Hybrid District Meetings.
- Sets up equipment, operates and ensures connectivity of the zoom segment at Winter RoundUP.

- Keeps and checks on all equipment while keeping all programs up to date and running on the computer at the District Office.

GROUP REPRESENTATIVES

Eligibility:

- Term of office: Three years preferably commencing at the start of every new Panel Cycle on January 1st.
- The group elects the Group Representative in a formal, scheduled business meeting.

Responsibilities:

- Attends District Meetings with voice and vote.
- Attends all Area Assemblies with voice and vote.
- Participates in Thought and Task Forces at the District Level.
- Ensures all mail from WSO, the Area and the District reach and is communicated to the group.
- Works with the Group Treasurer to ensure the Seventh Tradition is being upheld and appeals are read, the District, Area and WSO are supported.
- Chairs and holds group business meetings. See Guideline G-11 at alanon.org.
- Takes a Group Inventory. See Guideline G-8A and G-8b at alanon.org.
- Keeps the group informed of new Conference Approved Literature and stresses the importance of using only Conference Approved Literature in meetings.
- Encourages the group to order Literature from the District Bookstore only.
- Encourages group members to actively participate in service opportunities.
- All expenses to the District meetings and Spring and Fall Assemblies are paid by the group.
- Serves as The Forum representative of their group.
- Purchases and is familiar with the current WSO manual.

Approved February 10, 2024