

District 21 General Service Guidelines

Introduction

This document identifies District 21 practices and guidelines, with attachments for detailed position descriptions and duties. It also serves as a reference for future panels. These guidelines are reviewed at least annually, typically in the Fall of the year, and updated as needed.

Purpose/Activities of District 21

District 21 covers most of Placer County, and is situated within California Northern Interior Area 07/Pacific Region of the Alcoholics Anonymous General Service structure. We exist to contribute to AA's primary purpose by serving the Groups in District 21. Primary District activities include, but are not limited to:

- Providing regular meetings of General Service Representatives and other District appointed Chairs, Service Representatives and Liaisons;
- Acting as a conduit of information between Groups and the Area/the Area and Groups;
- Supporting GSRs in serving their groups, particularly by working with GSRs to bring their Groups' voices to the Area Delegate as the Delegate prepares to represent Area 07 at the annual General Service Conference;
- Holding and/or participating in local, Area and regional workshops and events;
- Cooperating, participating and liaising with AA functions such as Hospitals and Institutions (H&I), Public Information/Cooperation with the Professional Community (PICPC), Bridging the Gap (BTG) and Central California Fellowship of AA (CCFAA); and
- Developing and maintaining an annually-approved District Spending Plan funded by contributions for D21 Groups to conduct the business and activities of D21.

Business Practices: D21 Business Meeting items are typically decided by "informed group conscience." When a vote is needed, decisions are made by majority rule for non-substantive/housekeeping items and by "substantial unanimity" (typically 2/3 of the voting members present) for policy items, with the minority opinion heard and considered. D21 looks to the CNIA Service Materials Handbook's¹ "How we conduct business" and Area Business Flow Chart as general guidelines for the spirit and intent of conducting D21 business.

Spending Plan: The District shall function under an annual Spending Plan, typically approved by the District voting members by December of the year before. (If there is a gap in approval time, the previous Plan shall be in effect until the new Plan or elements thereof is approved.) In addition, the Treasurer will provide monthly Income and Expense reports and other financial information as needed (see Treasurer Position Description for a full list of duties).

The Spending Plan will vary from year to year and will be specified on an annual basis. Expenses typically include but are not limited to funding for District administrative and operating expenses, DCM/Alt DCM travel and other expenses associated with General Service District/Area/Regional and other meetings, partial/full scholarships for GSRs to participate in Area Assemblies and other meetings if their Groups cannot afford to send them, position-specific educational conferences and workshops, appointed Committee expenses, local General Service events (such as but not limited to workshops and service

¹ Available at www.cnia.org

fairs or Delegate's report), funding for technology and equipment, printing of meeting schedules, and other items as approved by the voting body.

All who travel are strongly encouraged to share expenses by carpooling or using the least expensive mode of transportation and rooming together if feasible. Mileage shall be reimbursed at the IRS rate in effect at the time the expense is incurred. Registration fees are typically reimbursed. Meals are not typically reimbursed.

The Spending Plan will take into account competing priorities and needs which will be carefully evaluated by the voting body, keeping in mind the roles of General Service in aligning with AA's primary purpose as our guiding principle, and our commitment to ensuring the voices of our Groups are communicated down the "upside-down pyramid" of General Service to "AA as a whole" as outlined in the "AA General Service Combined with the 12 Concepts for AA World Service" Manual.

District 21 General Service Positions

General Service Positions: All position terms are for 2 years, coinciding with California Northern Interior Area 07 (CNIA) Panel rotations/even years, unless otherwise specified. District elections use the Area 07 election procedures as a guideline.²

Officers are typically elected by District 21 eligible voting members³ in November at the end of a Panel (odd years) and go into effect on January 1 of the new Panel (even years). Officers are:

- District Committee Member (DCM)
- Alternate DCM
- Treasurer
- Registrar
- Recording Secretary

Appointed positions are appointed by the newly-elected District Committee Member and confirmed by the voting body at the next District meeting or as they are filled. Appointed positions include:

- Bridging the Gap Chair
- Public Information and Cooperation with the Professional Community (PICPC) Chair
- Hospitals and Institutions (H&I) Committee Liaison
- Webmaster (4-year term)
- Alt Webmaster (2-4 year term)
- Zoom Coordinator
- Alternate Zoom Coordinator

General Service Representatives (GSRs) and Alternate GSRs are selected by their Groups, and ideally serve a 2-year term that coincides with the Panel timeline above. New/replacement GSRs are welcomed throughout the Panel as they begin their service.

² Available at www.cnia.org

³ See "Voting Members" section.

Vacant service positions should be filled as soon as possible, and positions filled mid-Panel may be extended into the next Panel.

Other AA members may be selected as “Members at Large” to serve on committees or ad hoc groups as needed.

D21 voting members are:

- Active GSRs or their Alternates if the GSR cannot attend
- Elected Officers
- Appointed Chairs, Service Reps and Liaisons, including but not limited to BTG, PICPC and H&I, Webmaster/Alt in Webmaster’s absence), Zoom Coordinator/Alt in Zoom Coordinator’s absence
 - Appointed positions shall be voting members only if a substantial majority (generally 2/3) of the voting members are active GSRs. This proportion will be assessed at least annually and can be re-evaluated as needed.
- **NOTE:** Officers and Appointed Committee Chairs/Service Reps/Liaisons may also serve as GSRs during the same Panel; however a GSR serving in these positions has only one vote, which is their vote as a GSR.
- Members at Large are not voting members

See Attachment A (D21 Service Position Descriptions, Requirements and Voting Eligibility), Attachment B (D21 Service Positions Summary), and Attachment C (D21 Webmaster and Alternate Webmaster Service Position Roles and Responsibilities) for more information about District 21 service positions.

ATTACHMENT A:

District 21 Service Position Descriptions

This attachment details the roles and responsibilities of trusted servants of District 21. A summary of these positions is included as **Attachment B**, "D21 Service Positions Summary." Details of the Webmaster and Alternate Webmaster positions are detailed in **Attachment C**, "D21 Webmaster and Alternate Webmaster Service Position Roles and Responsibilities."

D21 Officers:

Candidates should have:

- A working knowledge of, and/or be willing to grow in understanding and effectiveness with, AA's Twelve Traditions and *The A.A. Service Manual and Twelve Concepts for World Service* book
- A Service Sponsor or willing to work with a Service Sponsor
- Computer access and ability to process D21-related email, using the D21 email product or personal email as linked to the D21 email product
- Commitment to attend all monthly D21 Business Meetings

District Committee Member (DCM)

- Two-year service commitment (aligned with Area Panel)
- Suggested 4+ years' sobriety with General Service experience
- Elected at District Business Meeting by Legacy Procedure
- Non-voting member at District (tiebreaker only)
- Area Voting Member

Responsibilities include but are not limited to:

- Monitor dcm@aaplacer.org email and conduct D21 business as appropriate
- Serve as a Service Sponsor
- Register as District 21's D.C.M. with CNIA-07 and G.S.O.
- Stay informed of what is going on with Alcoholics Anonymous in our area (CNIA-07) and AA as a whole.
 - Read the *Area Accents* newsletter, G.S.O.'s *Box 4-5-9*, and other A.A. bulletins and pass along information of interest to GSRs and other D21 GS participants.
- Facilitate monthly business meeting for the D21 Groups
 - Prepare monthly report and meeting agenda, including items brought forward by GSRs as appropriate
 - Include Officers' reports provide information for GSRs to take back to their groups
 - Keep agendas, minutes, and other documents organized
- Provide monthly reports to A07 and communicate pertinent information to and from A07 and D21
- Ensure the Alt-DCM informed on all aspects of your position/duties as they fill this role in the DCM's absence
- Support GSRs, District Officers and Committee Chairs as needed and upon request
- Represent D21 at the monthly Area Committee Meetings (ACM), typically eight meetings per year on the 3rd Saturday in months with no Area Assembly

- Attend four Area Assemblies (Winter, Pre-conference, Post-conference, and Mini-PRAASA or Election Assembly – even/odd years respectively).
- Work with D21 Treasurer (DCM is also listed on the D21 bank account)
- Help familiarize GSRs with *The Twelve Traditions* and *The A.A. Service Manual and Twelve Concepts for World Service*
- Attend additional business meetings as needed (planning; service committees; etc.)
- Meet with District Officers for planning as needed
- Distribute annual Final Conference Reports to groups (Alt-DCM to assist)
- Participate in A07 and/or other Districts' activities upon request as available
- Attend PRAASA⁴ (annual) and Pacific Regional Forum (biannual), and report information back to the district/groups.
- Submit Assembly Proposal to area to host an Area Assembly in our district (optional; by D21 group conscience)
- Maintain D21 Guidelines
- See to it that a District Inventory is held and addressed as appropriate during each Panel
- Compile District records during the panel (2-year service) and provide to CNIA Archives to keep historical records on our district. (Archives Chairperson)

Alternate DCM

- Two-year service commitment (aligned with Area Panel)
- Suggested 3+ years' sobriety with General Service experience
- Elected at District Business Meeting by Legacy Procedure
- District Voting Member
- Area Voting Member if DCM is not present

Responsibilities include but are not limited to:

- Monitor altdcm@aaplacer.org email and conduct D21 business as appropriate
- Familiarity with DCM position and responsibilities
- Stay informed and support DCM as needed in all aspects of their position
- Lead responsibility for coordinating an annual General Service event for Groups
- Meeting Outreach coordinator (reach out to and inform unrepresented groups)
- Facilitate 1-2 workshops per year for GSRs and interested members (Traditions/Concepts; anonymity; service; safety; Seventh Tradition; delegate's post conference report; GSR school) and/or an annual D21 General Service Faire
- Fill in for DCM at D21 Business Meetings, Area Committee Meetings (ACM) and Area Assemblies as needed
- Support GSRs and Committee Chairs as needed
- Be available to step in for DCM in the event they become unavailable to fulfill their service position

Treasurer

- Two-year service commitment (aligned with Area Panel)
- Suggested 3+ years' sobriety

⁴ Pacific Regional AA Service Assembly

- Elected at District Business Meeting by Legacy Procedure
- District Voting Member
- Excel knowledge is helpful

Responsibilities include, but are not limited to:

Transition process duties -

- Coordinate with outgoing DCM and Treasurer to update signature cards at Wells Fargo Bank in Auburn. Must have meeting minutes that identify new officers.
- Create a Wells Fargo account with a new log-on and password (done at the bank) and download Wells Fargo App on your phone to make mobile deposits.
- Order new ATM debit cards for the Treasurer and the DCM. Destroy the ATM card which is in the name of the prior Treasurer
- Obtain the keys to the post office box (591) in Auburn from the prior Treasurer and DCM.
- Get log-ons and passwords for the District's Venmo and PayPal accounts.
- Take the files, checkbook, endorsement stamp, etc.
- Webmaster will provide an email account credentials for treasurer@aaplacer.org which you will use for communications and receiving bills.
- Keep a supply of postage stamps

Annual duties -

- Maintain the D21 annual Spending Plan (or budget).
- In the last quarter of each year, prepare and present (with ad hoc committee if needed) a Proposed Spending Plan for the following year. This Plan is typically based upon the 2-3 prior year's actual spending and anticipated income and expenditures for the coming year.

Monthly duties -

- Monitor treasurer@aaplacer.org email and conduct D21 business as appropriate
- Go to P.O. 591 at the Auburn Annex and pick up mail. Typically, there are bank statements and checks. Any other mail for the district can be left box for the DCM and taken to the district meeting.
- Go into Venmo and PayPal accounts to check for contributions and transfer them into the Wells Fargo Bank account.
- Two ways to make deposits of contribution checks. 1) Copy the checks (for your records) before depositing at the bank (in person or ATM). 2) Or do a mobile deposit and you will get an email with a copy of the check for your records.
- Record the contributions on 1) the Group Contribution spreadsheet and 2) the Income & Expense spreadsheet (Financials) at the end of the month.
- Write checks to district officers for reimbursement of expenditures (receipts required) or directly to the vendor for district expenses. You may receive receipts and bills for payment through email. Confirm with the appropriate district officer
- Prior to each D21 Business Meeting, submit a monthly updated Income and Expenses report for inclusion with the meeting materials. At the D21 Business Meeting, be prepared to report on financial issues, field questions and ensure D21 members are informed about significant changes

or upcoming issues. At the close of each month, submit a PDF version of the report to the webmaster for posting on aaplacer.org.

- If you cannot attend the monthly meeting, ask another officer to present the information.
- Reconcile bank statement at the end of the month.

Misc/Special Events duties –

- It is suggested to keep a separate spreadsheet for special events (i.e., D21 hosting an Assembly or Fall Speaker Event) and plug in the final numbers on a single line item (i.e., Hosted Events) on the Income & Expense sheet. In the case of an Assembly, the Treasurer is a part of the committee and tracks the funds coming in for registration as well as the outgoing expenses.

Registrar

- Two-year service commitment (aligned with Area Panel)
- Suggested 2+ years' sobriety
- Elected at District Business Meeting by Legacy Procedure
- District Voting Member
- Excel knowledge is helpful

Responsibilities include, but are not limited to:

- Monitor registrar@aaplacer.org email and conduct D21 business as appropriate
- Register new AA groups with the General Service Office
 - Submit Form F-30 **AA New Group Form** to the A07 Registrar (new groups will be issued a group service number by the GSO, which will be used to communicate with the GSO and to track 7th Tradition group contributions)
- Register new General Service Representatives-GSR's
 - Submit Form F-28 **AA Group Information Change Form** to the A07 Registrar (this will trigger GSO to send a GSR service packet⁵ to the new GSR)
- Maintain up-to-date contact information and an email list of D21 Groups and GSRs (and Group contacts if no GSR) – for D21 use only
- Maintain membership roster and contact list of District Officers and Committee Chairs (distributed confidentially to D21 Officers, GSRs and Committee Chairs)
- Update and maintain Group information and Group service numbers in cooperation/collaboration with the District Webmaster, CCFAA⁶ and the A07 Registrar (this information is also shared with the General Service Office and the Area 07 Registrar⁷)
- Maintain an accurate printed in-person meeting schedule for D21 Groups
 - Order printing of Trifolds (up to 3,000 as needed quarterly) through current vendor:
Advantage Marketing and Print
528 Auburn Ravine Rd., Auburn CA 05603
530-885-0484
tpsolutionsprovider.com

⁵ Note: as of 2024, GSO no longer provides the "AA Service Manual/12 Concepts for World Service" – a copy will be provided by District 21 for new GSRs.

⁶ Central California Fellowship of Alcoholics Anonymous, aka "Central Office" or "Intergroup"

⁷ CCFAA is the portal for communicating schedule information with the General Service Office and the "AA Meeting Guide" app. The Area 07 Registrar maintains lists of current GSRs and Group Registration #s.

- Distribute printed schedules to fellowships and groups at district meeting or by special arrangement
- Send updated schedule file to the D21 Webmaster for posting to website
- Work with the D21 Webmaster, CCFAA and the A07 Registrar to ensure accurate meeting schedule information is available on the D21 website and the “AA.org” meeting guide app
- Provide A07 Registrar with current group roster and contacts list (send Area Update sheet on a quarterly basis to registrar@cnaia.org)

Recording Secretary

- Two-year service commitment (aligned with Area Panel)
- Suggested 2+ years’ sobriety
- Elected at District Business Meeting by Legacy Procedure
- District Voting Member
- MS Office or similar word processing knowledge is helpful

Responsibilities include, but are not limited to:

- Monitor recorder@aaplacer.org email and conduct D21 business as appropriate
- Create accurate minutes of D21 Business Meetings
 - Attend each meeting; take notes and/or listen to D21 meeting recordings
 - Special attention should be given to District motions and the result of votes taken – if motions pass or fail, by majority or 2/3, and what action, if any should be taken.
 - NOTE: A Draft copy of D21 Business Meeting minutes will be provided as soon as possible after each meeting, ideally within 2 weeks, to D21 Officers, Appointees and GSRs/Alt GSRs for review
- Collect any reports submitted by groups/officers and include with meeting minutes as needed
- Create a compilation of prior year’s motions, voting, and results and provide to incoming panel no less than two (2) weeks prior to the first district meeting of the next service panel (January even years).
- Provide a compilation of all minutes recorded to the DCM to include with material to provide to archives at the end of each panel.

D21 Appointed Positions

Candidates should have:

- A working knowledge of, and/or be willing to grow in understanding and effectiveness with, AA’s Twelve Traditions and *The A.A. Service Manual and Twelve Concepts for World Service* book
- A Service Sponsor or willing to work with a Service Sponsor
- Computer access and ability to process D21-related email, using the D21 email product or personal email as linked to the D21 email product
- Commitment to attend all monthly D21 Business Meetings
- Technical expertise as appropriate and as specified below

Bridging the Gap (BTG) Committee Chair

- Two-year service commitment
- Suggested 2+ years’ sobriety
- Suggested General Service experience

- Appointed by DCM confirmed by the body
- District Voting Member

Responsibilities include, but are not limited to:

- Coordinate all BTG activity in D21
- Monitor the btg@aaplacer.org email and respond to requests for contacts/meeting assistance
- Participate in the A07 BTG Chairs meeting (and other A07 BTG activities as funded), serving as the conduit for BTG information to and from the District and the Area
- Make regular reports in person and/or in writing at the D21 Business Meeting about BTG issues
- Make presentations and/or answer inquiries from Groups and Group/District workshops/events as requested and availability allows
- Encourage Groups to appoint BTG Representatives and maintain a list of volunteers; as appropriate, convene these Representatives/volunteers periodically to share information and coordinate requests for contacts/meetings
- Encourage Groups to secure and share BTG literature
- Submit an annual expense budget as part of the annual Budget Planning process

Public Information and Cooperation with the Professional Community (PICPC) Committee Chair

- Two-year service commitment
- Suggested 4 years' sobriety
- Suggested General Service experience
- Appointed by DCM confirmed by the body
- District Voting Member

Responsibilities include, but are not limited to:

- Read and study the PI and CPC workbooks provided by GSO
- Form a District PICPC Committee
 - Conduct periodic Committee meetings
- Attend and participate in D21 Business Meetings
 - Make regular reports at D21 Business Meetings summarizing PICPC activity
- Attend and participate in Area Assemblies as funded and available
- Attend Area 07 PICPC Committee meetings (Zoom) and participate in activities as funded and available
- Provide AA information to groups such as Healthcare professionals, educators, clergy, attorneys, businesspeople, law enforcement, first responders, judges, social workers, counselors and others working in the alcoholism field
- Cooperate with other AA service entities (i.e., H&I, BTG)
- Make reimbursable purchases of literature and supplies within the approved District Spending Plan, reimbursed when receipts are provided to D21 Treasurer
- Store PICPC materials and supplies
- Maintain records of presentations and contacts made
- Make recommendations for spending in the annual Spending Plan development process

Hospitals & Institutions (H&I) Committee Liaison

- Two-year service commitment
- Suggested 2+ years' sobriety
- Suggested General Service experience
- Appointed by DCM confirmed by the body
- District Voting Member

Responsibilities include, but are not limited to:

- Read and study the H&I handbooks provided by Northern CA H&I Committee
- Attend and participate in D21 Business Meetings
 - Make regular reports at D21 Business Meetings summarizing PICPC activity
- Attend and participate in Area Assemblies as funded and available
- Attend Northern CA H&I Committee meetings (Zoom) and participate in activities as funded and available
- Cooperate with other AA service entities (i.e., PICPC, BTG)
- Make reimbursable purchases of literature and supplies within the approved District Spending Plan, reimbursed when receipts are provided to D21 Treasurer
- Store H&I materials and supplies
- Make recommendations for spending in the annual Spending Plan development process

Webmaster

- Two-year service commitment (aligned with 2 Area Panels)
- Suggested 2+ years' sobriety
- Appointed by DCM and confirmed by the body
- District Voting Member - Yes
- Technical expertise required – Specifically, requires a general knowledge of the website design which is defined by WordPress (WP) and our chosen theme. Ability to understand cPanel for website administration and WordPress for content management is necessary.

Responsibilities include, but are not limited to (summarized here and detailed in **Attachment C**, “D21 Webmaster and Alternate Webmaster Service Position Role and Responsibilities”):

- Lead responsibility for website design
- Communicating website status
- Monitoring the webmaster@aaplacer.org email account and responding to emails in a timely manner
- Website content management
- Website maintenance
- Maintaining the integrity of the aaplacer.org meeting schedule and collaborating as needed with D21 Registrar and CCFAA to ensure the D21 printed schedule and aa.org online schedule are aligned
- Website Security
- D21 Google account

Alternate Webmaster

- Two-year service commitment (aligned with 1-2 Area Panels)
- Suggested 2+ years' sobriety
- Appointed/recruited by Webmaster and confirmed by the body
- District Voting Member - only in Webmaster's absence
- Technical expertise required – Specifically, requires a general knowledge of the website design which is defined by a WordPress (WP) and our chosen theme. Ability to understand cPanel for website administration and WordPress for content management is necessary.

Responsibilities include, but are not limited to:

- Backup to Webmaster and act as Webmaster in Webmaster's absence

Zoom Coordinator

- Two-year service commitment
- Suggested 2+ years' sobriety
- Appointed by DCM in active consultation with Webmaster and confirmed by the body
- District Voting Member
- Technical expertise: Demonstrate proficiency in digital tools and platforms, including online meeting platform (Zoom)

Responsibilities include, but are not limited to:

- Arrive in time to each D21 Business Meeting to:
 - Set up Zoom equipment and facilitate the hybrid function of the Business meeting
 - Monitor the waiting room and admit/refuse/delete entry as necessary
 - Alert DCM to "hands raised" for questions or comments by online participants
 - Record the meeting/chat for later use by the Recording Secretary
 - Set up/manage breakout rooms, language and other Zoom features as needed
 - Manage "shared screen" items as needed
- Breakdown and securely store Zoom equipment
- Safely and securely maintain the District Zoom laptop
- Assist in providing Zoom capacity for General Service-related meetings/events as available

Alternate Zoom Coordinator

- Two-year service commitment
- Suggested 2+ years' sobriety
- Appointed by DCM in active consultation with Webmaster and confirmed by the body
- District Voting Member - only in Zoom Coordinator's absence
- Technical expertise: Demonstrate proficiency in digital tools and platforms, including online meeting platforms (Zoom)

Responsibilities include, but are not limited to:

- Backup Zoom Coordinator and act as Zoom Coordinator in ZC's absence

Attachment B: D21 Service Positions Summary

Position Title	Requirements	Elected or Appointed	District Voting Member	ACM Voting Member	Area Assembly Voting Member
District Committee Member (DCM)	<ul style="list-style-type: none"> ▪ Two-year service commitment (aligned with Area Panel) ▪ Suggested 4+ years' sobriety with General Service experience ▪ Elected at District Business Meeting by Legacy Procedure ▪ Cannot serve as a GSR 	Elected by D21 voting members	Tiebreaker only	Yes	Yes
Alternate DCM	<ul style="list-style-type: none"> ▪ Two-year service commitment (aligned with Area Panel) ▪ Suggested 3+ years' sobriety with General Service experience ▪ Elected at District Business Meeting by Legacy Procedure 	Elected by D21 voting members	Yes	Only if DCM is not present	Only if DCM is not present
Treasurer	<ul style="list-style-type: none"> ▪ Two-year service commitment (aligned with Area Panel) ▪ Suggested 3+ years' sobriety ▪ Elected at District Business Meeting by Legacy Procedure ▪ Excel knowledge is helpful 	Elected by D21 voting members	Yes	No	No
Registrar	<ul style="list-style-type: none"> ▪ Two-year service commitment (aligned with Area Panel) ▪ Suggested 2+ years' sobriety ▪ Elected at District Business Meeting by Legacy Procedure ▪ Excel knowledge is helpful 	Elected by D21 voting members	Yes	No	No
Recording Secretary	<ul style="list-style-type: none"> ▪ Two-year service commitment (aligned with Area Panel) ▪ Suggested 2+ years' sobriety ▪ Elected at District Business Meeting by Legacy Procedure ▪ MS Office or similar word processing knowledge is helpful 	Elected by D21 voting members	Yes	No	No
General Service Representative (GSR)	<ul style="list-style-type: none"> ▪ Two-year service commitment (aligned with Area Panel) ▪ Suggested 2+ years' sobriety (Group conscience) ▪ Elected by Groups 	Elected by their Groups	Yes	No	Yes
Alternate GSR	<ul style="list-style-type: none"> ▪ Two-year service commitment (aligned with Area Panel) ▪ Suggested 2+ years' sobriety (Group conscience) ▪ Elected by Groups 	Elected by their Groups	Only if GSR is not present	No	Only if GSR is not present
Member at Large	<ul style="list-style-type: none"> ▪ Eligible to serve on BTG, PICPC, ad hoc Committees 	N/A	N/A		
Bridging the Gap (BTG) Chair	<ul style="list-style-type: none"> ▪ Two-year service commitment ▪ Suggested 2+ years' sobriety ▪ Suggested General Service experience ▪ Appointed by DCM confirmed by the body 	Appointed by DCM and confirmed by D21 members	Yes	No	No

Public Information/ Cooperation with the Professional Community (PICPC) Chair	<ul style="list-style-type: none"> ▪ Two-year service commitment ▪ Suggested 2+ years' sobriety ▪ Suggested General Service experience ▪ Appointed by DCM confirmed by the body 	Appointed by DCM and confirmed by D21 members	Yes	No	No
Hospitals and Institutions (H&I) Committee Liaison	<ul style="list-style-type: none"> ▪ Two-year service commitment ▪ Suggested 2+ years' sobriety ▪ Suggested General Service experience ▪ Appointed by DCM confirmed by the body 	Appointed by DCM and confirmed by D21 members	Yes	No	No
Webmaster	<ul style="list-style-type: none"> ▪ Two-year service commitment (aligned with 2 Area Panels) ▪ Suggested 2+ years' sobriety ▪ Appointed by DCM and confirmed by the body ▪ Technical expertise required 	Appointed by DCM and confirmed by D21 members	Yes	No	No
Alternate Webmaster	<ul style="list-style-type: none"> ▪ Two- four-year service commitment (aligned with 1-2 Area Panels) ▪ Suggested 2+ years' sobriety ▪ Appointed/recruited by Webmaster and confirmed by the body ▪ Technical expertise required 	Appointed by DCM and confirmed by D21 members	Only if Webmaster absent	No	No
Zoom Coordinator	<ul style="list-style-type: none"> ▪ Two-year service commitment ▪ Suggested 2+ years' sobriety ▪ Appointed by DCM in active consultation with Webmaster and confirmed by the body ▪ Technical expertise required 	Appointed by DCM and confirmed by D21 members	Yes	No	No
Alternate Zoom Coordinator	<ul style="list-style-type: none"> ▪ Two-year service commitment ▪ Suggested 2+ years' sobriety ▪ Appointed by DCM in active consultation with Webmaster and confirmed by the body ▪ Technical expertise required 	Appointed by DCM and confirmed by D21 members	Only if Zoom Coordinator absent	No	No

Attachment C: D21 Webmaster and Alternate Webmaster Service Position Role and Responsibilities

Webmaster:

The District 21 webmaster (WM) is responsible for the design, communication, content management, maintenance, meeting schedule and security at aaplacer.org. These categories are broken down into greater detail below.

Design: The design of the website is primarily defined by a WordPress (WP) theme, currently the WP Twenty-Fourteen theme. When choosing this theme, we focused on the following User Experience (UX) elements:

- Uniform colors, fonts, icons, buttons
- Logical navigation of menus, schedules, forms, and information

NOTE: Changing the theme *is not* a trivial matter. The theme is the foundation of the website. Any change should be first performed in a test environment, and with the consultation of other officers and stakeholders within the district.

Communication: The WM is responsible for communicating the state of the website at the monthly business meeting, either in-person (Zoom or on location), or by providing a written summary to the recorder at recorder@aaplacer.org. Additional responsibilities include:

- Monitoring the webmaster@aaplacer.org email account
- Responding to emails in a timely manner

Content Management: Occasionally, the WM will need to add, remove, and update content. Generally, the WM needs to ensure that all content on the site remains relevant and current. In more detail, this includes:

- Updating the Home Page
 - Updating the 'Upcoming Events' content sidebar widget with event flyers using the MetaSlider WP plugin
 - Updating the 'Announcements' sidebar widget with relevant district news and information
 - Adding, updating, or removing primary, secondary sidebar items; menu bar items
 - Updating the Calendar plugin with events
 - Updating the District Business sub-categories (right now, the treasurer handles this responsibility, but this could become a WM responsibility)
 - Updating the District Business Meetings page with the monthly Agenda and Minutes documents
 - Updating the District Financials page with the Financial and Contributions reports
 - Maintenance of the files repository, managed by the Media Library Folders Pro plugin

Maintenance: The WM will need to ensure the stability and security of the website, which includes the administration of regular software updates and website backups. Experience has shown that WP plugins need to be manually updated weekly. It is advised that backups be performed after the update period, but in some instances the WM will want to update *before* an update, as some major

updates can have an unknown impact on the website. A regular audit of unused or unnecessary WP plugins should be performed, as unused plugins create waste, conflict with other plugins, and can be a security risk.

Meeting Schedule: Maintaining the integrity of the meeting schedule at aaplacer.org is critical, as the District 21 Registrar, CCFAA, and the Meeting Guide mobile application all depend on its accuracy.

- Meeting updates are provided via the Meeting Update Form at aaplacer.org, then manually entered into the Twelve Step Meeting List (TSML) WP plugin. The WM and all stakeholders (mentioned above) will receive an email notification with the update details. As this is a Google Form, the output of the form will automatically be entered into a Google Sheet in the district's Google account (more information on that below).
- the WM may also receive updates via email or phone. It's important to validate that all meeting updates are from the GSR or someone with verifiable knowledge of that group's schedule.

Security: It is important that the WM access the administrative functions at aaplacer.org and other district resources from a secure environment. It is assumed the WM will understand basic computer security, such as having active antivirus on any machine that connects to our various accounts. The WM should not access district resources on public WiFi or insecure networks.

- Additionally, the WM will ensure that:
 - Only authorized users have access to WP, cPanel, and the district Google account
 - That all users have secure, complex passwords
 - That WP, WP plugins, and all other features have regular security updates

Google Account: The D21 Google account was created to accommodate the Meeting Update Form. D21 now hosts website backups and other useful resources, such as training videos and documents on this account. The Gmail account is currently not utilized. The WM is lead access to this account, with the DCM informed of current login credentials to access the account in case of emergency. As with other resources, the WM and DCM will ensure this account remains secure and used with discretion.

Alternate Webmaster:

- General design knowledge, communications, specific content management (including, AA meeting schedule, events calendar and business meeting documents) on <https://aaplacer.org>
- **Communication**
 - Communication with the webmaster for any issues that arise (plug-in updates, additional training or process clarification)
 - In the absence of the Webmaster, whenever possible, provide reports at the monthly business meetings, either in-person or online via Zoom.
 - Monitoring the alt-webmaster@aaplacer.org email account to obtain Meeting Update Forms and monthly district meeting documents
 - Monitor the events@aaplacer.org email account to obtain event flyers and/or event info

- Responding to emails in a timely manner
- Attend scheduled Website meetings (on Zoom)
- **Content Management**
 - Add, remove, and update content to ensure current, relevant information is available. In more detail, this includes:
 - The WM and all stakeholders (mentioned above) will receive an email notification with the update details. As this is a Google Form, the output of the form will automatically be entered into a Google Sheet in the district's Google account
 - Meeting Update Forms notification come in through alt-webmaster@aplacer.org email account and contain information to add, remove or update meetings in District 21
 - It's important to validate that all meeting updates are from the GSR or someone with verifiable knowledge of that group's schedule.
 - Add, remove, or update meeting information
 - If there is conflicting or incomplete information, contact sender to verify changes
 - Go to the [District](#) Google account, meeting updates and enter completed.
 - Event flyers will come in through our Event Submission Form or the events@aplacer.org email address. We will typically create a calendar event and display the event flyer on the home page.
 - Updating the Home Page
 - Updating the 'Upcoming Events' content sidebar widget with event flyers using the MetaSlider WP plugin
 - Updating the Calendar plugin with events information
 - Monthly District Meeting documents come through the alt-webmaster@aplacer.org and consist of Agenda, Minutes, Announcements, DCM reports and financial reports. These documents are then saved as PDF so that they cannot be manipulated.
 - Use FileBird to upload monthly district meeting docs into proper folders managed by the Media Library
 - Using Pages > District Business sub-categories
 - Under Business Meetings page, upload the monthly Agenda, Minutes, Announcements, ACM meeting notes (prior to meeting)
 - Under Financials page, upload the Financial and Contributions reports (prior to meeting)