Pinellas County Intergroup Steering Committee Meeting Minutes

March 10, 2026, 06:30 PM Eastern Time (US and Canada) ID: 480 994 419

Attendees: Pam, Brian, Virginia, Dee Dee, Allen, Ashleigh, Pat, Keith, Bill, Freddie

Key takeaways

- Helpline chair position is vacant and needs to be filled; system is missing 37% of incoming calls, particularly on Tuesdays
- Outreach Council committee needs a chairperson with 2 years of Intergroup experience and 3-4 additional committee members
- Fort DeSoto picnic preparations are on track; t-shirts available for $18 at central office, approximately 300 remaining
- Helpline training scheduled for March 22nd at 10am-1pm at Walsingham Group
- Multiple discrepancies found in Book of Motions regarding position requirements and term lengths dating back 20+ years
- February 2026 financial performance was $229 better than budget despite lower contributions and literature sales

Discussed topics

Treasurer's Report

Virginia presented comprehensive financial report for February 2026 and year-to-date comparisons.

- **Details**
  - Total cash and savings prudent reserve was $59,710; CD balance $25,916 earning $78 in February
  - Net income for February was $2,271, which is $229 better than allocated budget of $2,042
  - Contributions are $345 less than budget, literature sales $533 less than budget, but anniversary dinner revenue $926 more than budget

- Year-to-date shows $5,611 less than allocated budget; group contributions 30% lower, grateful givers 77% lower
- Compared to February 2025, net income is $1,776 more, largely due to timing difference of anniversary dinner
- Expenses slightly over by $432 due to salary increase and meeting room expense

- **Conclusion**
  - February financial performance was positive overall
  - Year-to-date shortfall attributed to exceptional January 2025 performance used for budget allocation
  - Timing differences in anniversary dinner will reverse in following month

Office Manager Report

Allen provided update on office operations and outreach committee development.

- **Details**
  - Constructed handbook for outreach committee with Steve, but found redundancies requiring revision
  - Steve is willing to participate on committee, need 3-4 more people
  - Office has been busy with anniversary dinner activity last month
  - Asked if there were any questions for Alan
- **Conclusion**
  - Outreach committee handbook needs refinement
  - Will request volunteers for outreach committee this month

Web Chair Report

Ashleigh provided brief update on website development progress.

- **Details**
  - Waiting for the final review after providing fixes to developers
  - Next steps are final review and then training
  - No significant changes from last month
- **Conclusion**
  - Website development continues as planned
  - Awaiting completion of requested fixes

Plain and Straight Report

Bill reported on newsletter distribution and received positive feedback.

- **Details**
  - Plain and Straights are at central office
  - Virginia complimented the front cover as gorgeous and appreciated the hard work
  - De: Also praised the plain and straight as beautiful
- **Conclusion**
  - Newsletter successfully distributed early

- Positive reception from committee members

Unity Meeting Report

Dee Dee provided an update on Unity Meeting activities and upcoming events.

- **Details**
  - Unity Meeting going very nicely
  - Design for Living group presenting Saturday night road show
  - Encouraged Steering Committee members to bring their groups
  - Allen provided case of big books for free raffles every Saturday night at 8pm
- **Conclusion**
  - Unity Meeting continues successfully
  - Free raffles and group participation encouraged

Fort DeSoto Picnic Report

Frederick provided status update on picnic preparations and volunteer needs.

- **Details**
  - Everything on track, menu finalized, shirts available at office for $18
  - Still need volunteers for hospitality and other committees
  - Jake receiving volunteer inquiries that should go through proper channels
  - Meeting scheduled for Sunday 2:30pm in back room at Serenity
  - Frederick and Allen confirmed approximately 300 shirts available
- **Conclusion**
  - Picnic preparations are progressing well
  - Volunteer recruitment ongoing, particularly for hospitality
  - T-shirts available for purchase at central office

Helpline Crisis and Missed Calls

Brian presented detailed analysis of helpline performance issues and missed call statistics.

- **Details**
  - Helpline chair stepped down for personal reasons
  - From February 1-19, 2026, received 256 calls but missed 95 calls, representing 37% miss rate
  - Worst performing times are Monday morning (10 of 15 missed), Tuesday afternoon (9 of 11 missed), Tuesday morning (6 of 6 missed)
  - Since start of 2026, Tuesday evening shift missed 100% of calls, Tuesday overnight missed 82%, Tuesday afternoon missed 73%
  - RingCentral no longer sends text alerts for missed calls, no longer works with AT&T or Verizon
  - Reached out to 6 long-term volunteers, added 2 new volunteers to problem shifts
  - 7 people willing to help with missed calls, but no one volunteered to be chair
  - Suggestion that helpline may need to become committee-based rather than single chair

    - Brian confirmed volunteers pick their own schedule, training March 22nd 10am-1pm at Walsingham Group
    - Virginia suggested Allen's idea of central office handling daytime missed calls as band-aid solution
    - Brian explained app access would allow volunteers to see missed calls in red and call back immediately
    - The group agreed to announce position need without detailed problems
    - Virginia emphasized all committee chairs should have teams, not work as lone rangers
- **Conclusion**
    - Helpline position needs to be announced at Intergroup
    - Issue will not be brought to Intergroup in detail until resolved
    - Band-aid solution of calling missed calls currently in place
    - Position may need to evolve into committee structure rather than single chair
    - Training scheduled for March 22nd to recruit new volunteers

Outreach Council Proposal and Requirements
Discussion of forming new Outreach Council committee and establishing qualification requirements.

- **Details**
    - We need people interested in joining committee, Steve already committed
    - Qualifications in handbook but duties of chairperson need to be added
    - Need 4 people total
    - Allen emphasized need for people who understand Intergroup, not just random volunteers
    - Keith: Asked about specific time requirement for Intergroup experience
    - Alan: Stated 6 months not long enough, cited examples of qualified candidates like Steve and Bill with years of experience
    - Pat made motion that chair needs 2 years Intergroup experience
    - Bill seconded motion
- **Conclusion**
    - Motion passed requiring 2 years Intergroup experience for Outreach Council chair
    - Position will be announced at Intergroup meeting
    - Committee needs 4 total members including chair
    - Allen will answer questions at Monday Intergroup meeting

Book of Motions Discrepancies
Discussion of historical inconsistencies in documented motions versus current practices.

- **Details**
    - Where and when chairperson position was voted out but currently needed
    - Anniversary chair supposed to serve 2 years per motions, but practice is 1 year
    - From her 2009 experience, anniversary, gratitude, and picnic were always 1-year positions

    - Ashleigh explained Sam found motion from 31 years ago (1990s) requiring 2-year terms, but in 2002 practice changed to 1 year without formal motion
    - Bill asked if Steering Committee can fix discrepancies without going to Intergroup
    - Agreed Steering Committee should make recommendations, explained 2002 picnic chair didn't want 2-year commitment so requirement was waived but never formally changed
    - Pat suggested Sam compile comprehensive list of discrepancies to reconcile all at once
    - Recommended fixing everything comprehensively rather than piecemeal
- **Conclusion**
    - Committee agreed to wait for comprehensive review by Sam
    - Will address all discrepancies in single meeting rather than piecemeal
    - Current practices will continue until formal review is completed
    - Steering Committee has authority to make these corrections without Intergroup vote

AA-Related Announcements

Various announcements about upcoming events and volunteer needs.

- **Details**
    - Brian reminded everyone about Fort DeSoto picnic volunteer needs and basket donations
    - Helpline training March 22nd, emphasized need for new volunteers
    - Keith: Announced San Martin annual breakfast this Sunday at 11am followed by noon meeting
    - Ashleigh is looking for treasurer and secretary for Gratitude Dinner
    - Brian: Confirmed committee told Jennifer to announce all open positions monthly
- **Conclusion**
    - Multiple volunteer opportunities available across various committees
    - Jennifer should announce all open positions at Intergroup meetings
    - Volunteers can use online form or call central office

Anniversaries

Committee members shared sobriety anniversaries.

- **Details**
    - Dee Dee celebrates 28 years this month
    - Brian celebrated 7 years on March 1st
- **Conclusion**
    - Congratulations extended to members celebrating sobriety milestones

Action items

- **Brian**
    - Be at church early next week to prevent technical issues
    - Work with executive committee to find solution for helpline missed calls
    - Announce helpline chair position need at Intergroup meeting

- **Allen**
  - Revise outreach committee handbook to remove redundancies
  - Recruit 3-4 more people for outreach committee
  - Answer questions about Outreach Council at Monday Intergroup meeting
  - Conduct 6:30pm orientation on voting procedures at Intergroup meeting
  - Add duties of chairperson to outreach committee handbook

- **Pam**
  - Add helpline chair position to Intergroup agenda
  - Add outreach committee volunteers needed (4 people, chair requires 2 years Intergroup experience) to Intergroup agenda

- **Sam**
  - Complete comprehensive review of Book of Motions to identify all discrepancies
  - Compile list of practice discrepancies from 29 years ago versus current practices

- **Jennifer**
  - Announce all open positions at Intergroup meetings, not just current event volunteers
  - Include Gratitude Dinner treasurer and secretary positions in announcements

- **Allen**
  - Print helpline training packets for March 22nd volunteers
  - Consider implementing system for central office to check missed calls during day

- **Frederick**
  - Hold picnic committee meeting on Sunday 2:30pm in back room at Serenity
  - Continue recruiting volunteers for hospitality and other committees
  - Coordinate with Jake on volunteer inquiries

- **Ashleigh**
  - Continue working with web developers on final review and fixes
  - Recruit treasurer and secretary for Gratitude Dinner committee