

# About A.A.

A NEWSLETTER FOR PROFESSIONALS

WINTER  
2026

## Ways to Inform Professionals about A.A.

**ALSO INSIDE:**  
How  
A.A. reaches  
people in  
custody.

**T**he General Service Office (GSO) of Alcoholics Anonymous held the Southwest Regional Forum November 14–16, 2025, in Albuquerque, New Mexico. Regional Forums provide unique opportunities for A.A. members across the U.S. and Canada to connect and exchange information with people throughout the A.A. service structure, including representatives of the General Service Board, Alcoholic Anonymous World Services (AAWS), AA Grapevine and GSO.

This particular Regional Forum included a workshop on “Ways to Inform Professionals About A.A.” which was facilitated by Class A trustee, Veronica Ramirez, who was elected in April 2025. Veronica is an accomplished public servant and criminal justice practitioner with 23 years of experience in community corrections, including Federal Probation and Pretrial Services and the Texas Department of Criminal Justice, Parole Division. A thankful and privileged friend of A.A. since 2016, Veronica

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attended the A.A. Unity in Service Conference in Concord, California in September 2016 and is privileged to have served on several corrections panels. Veronica helped organize and present at the Corrections Conference, held in 2019 inside the walls of the Louisiana State Penitentiary in Angola. Veronica currently serves on the trustees' International Conventions/Regional Forums Committee as well as the Corrections Committee and the CPC/Treatment-Accessibilities Committee.

To kick things off, Veronica shared her professional experience as a corrections executive, her early experiences with family members in custody, and how she was introduced to A.A. She had the opportunity to serve at different levels of the prison system, appreciating the hands-on work with persons in custody, as well as with their families. A few years after beginning this work, a judge she worked with invited her to come to an open meeting and sent her AA Grapevine quotes as a way of introducing her to the A.A. message of recovery. She shared that while she is retired now, during her

**PLATFORMS AND SERVICES:**

**AAWS**

- ▶ [Meeting Guide | Alcoholics Anonymous](#)
- ▶ [Our Primary Purpose: GSO Podcast | Alcoholics Anonymous](#)
- ▶ [Daily Reflections | Alcoholics Anonymous](#)

**Grapevine**

- ▶ [Grapevine Podcast | AA Grapevine](#)
- ▶ Sign up for GV Daily Quote:  
[AA Grapevine, Inc. : Sign Up to Stay in Touch](#)
- ▶ Sign up for LV Daily Quote (in Spanish):  
[AA Grapevine, Inc. : Suscripción](#)

time working in corrections, she did not see anything as effective as A.A.

**A DAY IN THE LIFE OF A PROFESSIONAL**



Verónica Ramírez

Veronica explained to the attendees that for professionals working in the corrections field, schedules can often be unpredictable when responding to crises takes sudden priority, noting how important it is to gauge how to connect around that element of change. She suggested being flexible, following up and main-

taining a degree of consistent communication. In her experience, imbuing love and care into communication goes a long way to help corrections professionals slow down and listen to the opportunities A.A. has to offer. One example of this type of thoughtful communication is offering daily quotes that can help the professional appreciate the different literature when there may not be time in the day to read a whole pamphlet or book — just as that judge did for Veronica.

Often, A.A. members may be asked to present and provide information about A.A. In these cases, Veronica noted that it is important to leave resources

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that include contact information for following up. She also highlighted the importance of using terminology that corrections professionals are familiar with in their day-to-day work.

**IMPORTANT OBSERVATIONS FROM A PROFESSIONAL PERSPECTIVE**

In her experience, Veronica said that recovery through A.A. yield-

ed positive outcomes, lower recidivism, lower re-entry, and cost containment. It is important, she noted, to let professionals know that A.A. groups may provide support for childcare or transportation barriers, which are common for reasons for recidivism. Additionally, Veronica shared that the Fellowship helps to reduce many of the drivers

of criminal activity, such as idle time and an anti-social network, by fostering a pro-social network. It has also been helpful to invite parole officers to an open meeting to better understand the value of the program, community, sponsorship and regular attendance, she said. ■

## Resources available to people in custody in correctional facilities across the U.S. and Canada include:

**Corrections Correspondence Service (CCS)** — CCS connects A.A. members in custody with A.A. members on the outside. When an inside member requests to correspond with someone from A.A., we match them with an outside volunteer. It is suggested that members correspond with members of the same gender identity. When matches are made, the name of a person in custody is selected at random from a geographical distance

of 700 miles or greater to share experience, strength and hope as it relates to recovery from alcoholism.

**A.A. Corrections Prerelease Contact Information** — The A.A. Corrections Prerelease Contact Program connects the A.A. member being released from prison with Alcoholics Anonymous in their community.

**Digital Literature** — Alcoholics Anonymous World Services (AAWS) and AA Grapevine have

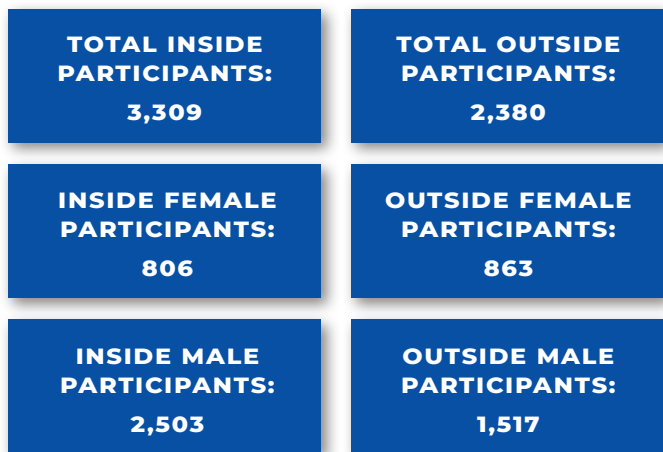
contracted with various tablet vendors to make literature available on tablets within correctional facilities. Tablet vendors include Edovo, Ingram/Core-

Source, JPay, OverDrive, Securus Technologies, and ViaPath Technologies (formerly GTL). A [Tablet Literature List](#) can be found for reference on [aa.org](#). All literature is available in English, French, and Spanish. *Alcoholics Anonymous* and *Twelve Steps and Twelve Traditions* are available in American Sign Language (ASL).

**Electronic Communications** — People in custody can contact the Corrections desk at GSO using digital communication platforms such as *GettingOut* through ViaPath Technologies or *Securus eMessaging* through Securus Technologies.

**Sharing from Behind the Walls** — A newsletter published by the Corrections desk containing excerpts from letters sent to GSO by persons in custody with their permission. ■

**CORRESPONDENCE SERVICE BY THE NUMBERS**



## HIGHLIGHT

### How A.A. reaches people in custody:

- ▶ **1,330** active Correctional Facility A.A. Groups are listed with the GSO.
- ▶ A.A. literature content is available on over 75,000 tablets in the U.S.
- ▶ **1,492** correctional facilities throughout the U.S. have accessed AAWS digital literature.
- ▶ Since digital literature was made available in February 2022, it has been accessed as a “unique start” **93,444** different times with **44,711** “unique completes.”

