

Capital District Central Office, (CDCO)

SAMPLE CALLS IN July 2023

The Central Office received 138 phone calls during July 2023. Beneath that cold number are these 8 times when our AA volunteer's hand was there when a hand reached out for help.

7/3/23, 10:44 a.m. A social service worker requested information on a bridging the gap chairperson to help several women soon to be released from Albion Correctional Facility. The volunteer gave the caller an email address for a bridging the gap contact.

7/3/23, 4:40 p.m. The caller said he had a 2019 meeting schedule for District 13 (Glens Falls-Lake George region) and wanted to know if a 5:30 p.m. meeting was still active. He was told, no, and was given a 7:00 p.m. meeting that evening.

7/7/23, 10:36 a.m. A visitor to the Office bought a book and some medallions and also gave the volunteer a flyer for the District 5 picnic in August (Saratoga Springs region).

7/11/23, 11:53 a.m. A woman caller says she is trying to get her sister-in-law, who is blind and "an alcoholic," to go to an AA meeting. The volunteer explained online meetings and how to use the NENY meeting site. She also told the caller that we would provide a ride to a meeting for the woman when she is ready.

7/12/23, 10:53 a.m. A man who is working as a performer at Great Escape wants an in-person meeting between shifts. He was given the 5:30 Queensbury group. "Very happy customer."

7/15/23, 10:45 a.m. A caller who says he is partially blind asks for a ride to a meeting. The volunteer got his first name and phone number and contacted a man from the 12th-step list to help him. When the volunteer tried to contact the caller, he got a "not-in-service" message. The volunteer knew that this man had called us before and got his correct phone number from the log. He was able to set up a ride for the man.

7/23/23, 11:45 a.m. The caller said he had been to a couple of rehabs but never to an AA meeting. The volunteer explained to him what he could expect at AA and offered encouragement. He also gave the caller the CDCO website address and GSO.org. He told him that he could call us 24/7.

7/26/23, 12:25 a.m. A man calling from a lake in the remote part of the Adirondacks asks for meeting information in the Catskill region to help a friend. The volunteer gave him meetings in Catskill, Cairo, and Windham. He thanked us for our service.

