

Capital District Central Office, (CDCO)

SAMPLE CALLS in January 2024

The Central Office received 103 phone calls during January 2024. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help:

01/03/2024, 10:05 A caller representing a shelter in the Capital Region called to get information about AA and asked how to start a new AA meeting at the shelter. The CDCO volunteer spent some time explaining that the meeting needs to be started by an AA member and that it needs to be open to the public for attendance. Also explained open/closed meetings. The volunteer explained that AA has specialized volunteers that can provide more information to the public and professional community, and provided an AA email contact for the DCM in the district where the shelter is located. The caller was very appreciative.

01/10/2024, 10:40 A caller was having difficulty looking up meetings on the website. The volunteer provided all the meeting information he was looking for. The caller was very appreciative of the help.

01/13/2024, 15:23 The caller was two days sober and was coming back to AA after a relapse. She wanted to know if a particular meeting was still active. The volunteer confirmed the meeting and reminded her that we are here 24/7 if she needs to reach out for help again.

01/16/2024, 11:55 The caller wanted to know about attending an AA meeting for the first time. The volunteer shared what to expect and suggested that she let people know that it will be her first meeting. The volunteer also provided the website address to find meetings online, and reminded her that we are here 24/7 if she needs to reach out for help again.

01/19/2024, 14:32 A caller reached out and said he thinks he might have a problem with alcohol even though he stopped drinking for a month. He explained that he had a host of other problems going on as well. The volunteer suggested he attend an AA meeting and gave him the website address. He found a meeting and said he would attend that very evening.

01/22/2024, 10:08 A Spanish-speaking caller was looking for a meeting. The volunteer contacted a Spanish speaking AA member who is looking to start a Spanish language group and asked him if he'd be willing to speak with the caller. He was happy to help, further validating the local need for a Spanish-speaking group.

01/23/2024, 16:20 A caller was looking for detox/rehab information for his daughter. The volunteer gave him the number for OASAS, and explained that OASAS could make a recommendation based on the situation and his location. The caller appreciated us listening to him and helping him find resources to help his daughter.

01/31/2024, 11:30 A caller wanted a printout of handicap accessible meetings in the Albany area. He has no computer or cell phone. The volunteer compiled a list from the meeting website, printed it out, and mailed it to the caller.