

## Capital District Central Office, (CDCO)

### SAMPLE CALLS in March 2024

The Central Office received 98 phone calls during March 2024. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help:

**03/01/2024, 10:30 a.m.** A member who had placed a large literature order called to see if it had been received. Our volunteer confirmed that the order had arrived and was available for pickup.

**03/05/2024, 3:14 p.m.** A caller was looking for online meetings, both local and maybe even nationwide or worldwide. Our volunteer walked him through the Area 48 Meeting Finder ([nenyaa.org](http://nenyaa.org)) and also helped him install the Meeting Guide App available on GSO's website ([aa.org/find-aa](http://aa.org/find-aa)). The volunteer let the caller know that [aa.org](http://aa.org) also has a list of nationwide online meetings as well as some worldwide online meetings.

**03/06/2024, 2:35 p.m.** A local college student called to get information on attending an open meeting for a class she is taking.

**03/12/2024, 10:15 a.m.** A caller wanted to get a printed meeting schedule for her daughter. Our volunteer explained that we only have printed schedules for AA districts 1 (Albany county) and 2 (upper Rensselaer county). Since her daughter lives locally, she will stop by to pick up the printed schedules.

**03/14/2024, 11:40 a.m.** A member with a few months of sobriety has been attending online meetings only, but is now ready to attend in-person meetings. Our volunteer gave him information about a few local meetings, and also explained how to use the Meeting Finder on the Area 48 website ([nenyaa.org](http://nenyaa.org)). He was encouraged to call the CDCO anytime he needed help.

**03/14/2024, 12:40 p.m.** A caller who had never been to an AA meeting before had questions. Our volunteer gave her an overview of what to expect and provided information on how to find meetings on the Area 48 website ([nenyaa.org](http://nenyaa.org)) and on [aa.org](http://aa.org). She was encouraged to call the CDCO anytime she needed help. The caller said she would attend her first AA meeting the next day.

**03/19/2024, 3:16 p.m.** A newcomer had attended a few meetings with an AA member and now wants to start going to meetings on her own, as well. Our volunteer gave her information on some local meetings, and walked her through how to use the Area 48 Meeting Finder ([nenyaa.org](http://nenyaa.org)) and how to use the app on [AA.org](http://AA.org) to find meetings. The caller was very appreciative of our help.

**03/20/2024, 12:29 p.m.** A caller vacationing in Catskill, New York called looking for meeting information. Our volunteer was able to provide meeting information to her.