

## Capital District Central Office, (CDCO)

### SAMPLE CALLS in August 2024

The Central Office received 78 phone calls during August 2024. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help:

**08/01/2024, 13:40 p.m.** A caller - just out of rehab - was looking for meetings near where he lives. He has no car. There wasn't anything near him so our volunteer offered to take him to a meeting that night. Hopefully, he can get some phone numbers of members willing to help him with transportation.

**08/06/2024, 10:41 p.m.** A visitor from out of town was looking for a meeting in Queensbury. Our volunteer looked up meeting information and gave her a meeting for that night at 7pm.

**08/19/2024, 15:28 p.m.** A caller wanted to know if the CDCO had any copies of "Experience Strength and Hope" and how much they cost.

**08/21/2024, 13:49 p.m.** A caller who works in the field wanted the meeting schedule website for one of her clients who is interested in going to AA meetings ([nenyaa.org](http://nenyaa.org)). Our volunteer also walked her through what to expect at the meeting and told her to call back if needed.

**08/23/2024, 13:20 p.m.** A newcomer called about attending AA meetings. Our volunteer explained Online and In Person meetings and how to look them up on the website ([nenyaa.org](http://nenyaa.org)). Our volunteer explained what to expect when you attend an AA meeting for the first time. Reminded the caller that we are available 24/7 and can help if she has problems logging into the online meetings.

**08/26/2024, 11:27 p.m.** A member of AA was inquiring about how to start up a new AA meeting. Our volunteer referred him to [aa.org](http://aa.org), [nenyaa.org](http://nenyaa.org), and [aagreenecountyny.org](http://aagreenecountyny.org). Also recommended he attend the next AA District meeting in his area to find out more about starting up a new AA meeting. And that he could call back anytime with questions.

**08/26/2024, 12:36 p.m.** A caller wanted information about in-patient treatment facilities in the area. Our volunteer gave him the contact information for NYS OASAS (New York State Office of Addiction Services and Supports, [oasas.ny.gov](http://oasas.ny.gov), (518) 473-3460) who could help.

**08/29/2024, 14:30 p.m.** A caller concerned about her son's drinking and drug use wanted to attend an AA meeting for herself. Our volunteer recommended AI-Anon to her and gave her the local number. She was very grateful.