

Capital District Central Office, (CDCO)

SAMPLE CALLS in September 2024

The Central Office received 71 phone calls during September 2024. Beneath that cold number are these six times when our AA volunteer's hand was there when a hand reached out for help:

09/16/2024, 1:00 p.m. A caller was looking for women's meetings. Our volunteer suggested she access the meeting guide app and explained how to use the location and meeting type filters. Our volunteer let her know she could call back anytime if she needed more help.

09/17/2024, 11:11 p.m. A caller, who did not give her name, wanted to know about meetings. Where to go, what will happen, what is open/closed. Our volunteer gave her the meeting lookup website, a couple of meetings, explained what AA is all about, and what to expect at a meeting.

09/19/2024, 10:45 p.m. A caller from Albany, who was new to AA, was looking for meetings. She explained she had no access to a cell phone or computer and does not drive, and she wanted to go to a meeting that night. Our volunteer gave her information about the daily Center Square Promises meeting at State and Willet Streets. The caller was familiar with the church there and was happy to hear that AA was so close to her and that there were daily meetings there all week. The caller will be able to pick up a printed meeting schedule there and get phone numbers and learn more info at the meeting. The caller was very appreciative for the help.

09/25/2024, 3:49 p.m. A caller just out of rehab was looking to connect with women in recovery and get a ride to a meeting. She said she didn't know what to do. Our volunteer explained AA, gave her the website to look up meetings (nenyaa.org), and arranged for a ride. The caller sounded better after the conversation, and our volunteer invited her to call back any time for support.

09/28/2024, 1:55 p.m. A caller had a DWI the previous night and wanted to chat. Our volunteer encouraged her to attend some AA meetings both in person and virtually, and provided her with a couple of meetings in her area. Our volunteer also provided the website for looking up meetings (nenyaa.org). The caller was very appreciative of the support provided.

09/30/2024, 3:45 p.m. An AA member who recently moved from NY city to this area called and said she was interested in volunteering for 12th step work with her new District. Our volunteer explained how service work is structured in Area 48 (northeast NY) and provided her with her district's monthly meeting information where she could find out more. She was very pleased and said she would attend the next district meeting.