

Capital District Central Office (CDCO)

SAMPLE CALLS IN August 2025

The Central Office received 73 calls in August 2025. Beneath that cold number are these eight times when our AA volunteer's hand was there when a hand reached out for help.

August 1, 2025

R_ _ _ _ , who has breathing issues and is being picked up to go to a meeting at the Schenectady Clubhouse, called to find out whether they have A/C. I said I would try to find out and call her back. She called again a few minutes later and thanked us for our time: she got the answer elsewhere (Clubhouse does have A/C).

August 3, 2025

First Time Caller
New to A.A.

A_ _ _ _ _ (518) XXX-XXXX call said she can't go a day without drinking she gets the shakes she called 988 and they advised she might need medical attention I repeated that advice and I'm following up with 12 step call to a woman from Schenectady I contacted L_ _ _ _ _ G. (518) XXX-XXXX who would conduct 12-step efforts with another woman in Schenectady. _ _ _ _ _ _ G. said she would text or call me later that day to let me know how her progress went.

A_ _ _ _ _ was lucid and she was able to converse.

August 3, 2025

L_ _ _ _ _ G. called me to say that she left a voicemail with A_ _ _ _ _ the prior caller and I also left A_ _ _ _ _ a voicemail then she can contact me the central office or L_ _ _ _ _ G. for assistance with detox and I wished her a good day and we can help her out with stopping drinking.

I don't believe anything else is required on this matter.

August 7, 2025

Caller had some questions about sponsorship. He has a sponsor and doesn't think they have enough of an emotional connection. He's been hesitant to complete his 2nd and 3rd lists in the 4th step, and his sponsor won't do the 5th step until he completes it. I shared my experience with the 3 lists and explained that my sponsor wouldn't do the 5th with me either until I completed all 3 lists. After some more conversation he agreed to discuss this further with his sponsor.

August 9, 2025

First Time Caller

M_____ from South Windsor, CT called because he just got back home from a rehabilitation center in California. He told me that he was just coming back and because of his last relapse in another area of Connecticut his mother suggested that he move to South Windsor to be closer to her. He was looking for a ride to a meeting and asked me about local meetings in his area. I gave him the number to the AA hotline in Connecticut and told him to let the person know who answers the phone that he lives in district 2, and needs a ride to a meeting. We talked for about 15 minutes and I shared my experiences of being a newcomer and when I relapsed and came back. He found us over the Internet and saw that CDCO has a person that answers the phone 24/7. I reminded him if he needs to talk to another recovering alcoholic that he can call anytime and someone will always pick up the phone.

August 25, 2025

First Time Caller

Woman looking for mtgs in Albany. Gave her a couple, also gave nenyaa.org. She said she will be going to the A-Frame today!

August 28, 2025

First Time Caller
New to A.A.

Young woman first time caller never been to AA- Lives on South Lake. Asking what to expect at mtgs. I gave her the lowdown- suggested a good idea would be center Square Promises, as she is on foot. Let her know to please call us back with any questions or just wanting to talk. She was very appreciative!

August 31, 2025

First Time Caller
New to A.A.

A woman called who lived in the Albany area whose son was up from Tampa Florida she was unable to reach Narcotics Anonymous her son needs narcotics anonymous meetings I provided as much assistance to like could the NA website for all the area first me down but provided their outreach number and said she can call back on Monday and office hours and get more information her son is doing okay today other than that is how much you i can do