

Capital District Central Office (CDCO)

Sample Calls in January 2026

The Central Office received **81** calls in January 2026. Underlying the statistics, below are eight samples of when our volunteers' hands were there to fulfill the AA Responsibility Pledge when a hand reached out for help.

1) **First Time Caller**

E _____ was calling from Stockport, which is just outside of Hudson. He was looking for a meeting either in person or online within 5 miles from his home. I was able to find an online meeting for Sunday at 2 PM. I gave him the ID and the password and he told me that he was going to try to make the meeting tomorrow. He asked me what our number was because he said the information online was very confusing. I gave him the office number and told him to please call us when he needed to find out about meetings or just wanted to talk. He thanked me.

2) **First Time Caller**

J _____, calling from Plattsburgh- says he's not in danger of drinking, but is feeling antsy and wants to talk with a sober man. I called T _____ from the D10 list, and T _____ will call him. Thanks!

3) G _____ calling- has been going to mtgs; wants to get a sponsor and had some questions about how to go about getting one. I shared my experience with that; asked him what meetings he goes to, and made some suggestions on how to approach a potential sponsor. He said he will check out the men's meetings at McKownville- good idea!

4) **First time caller**

New to AA

A _____ calling from Utica asking about finding and going to AA mtgs. Gave him the nenyaa.org website and explained the meeting finder. Let him know what to expect at a meeting and recommended he try several different ones to get an idea of what AA is all about; also recommended aa.org for more info. Let him know we are here 24/7; told him he took an important step in calling us. He was grateful for the response.

5) **First Time Caller**

New to AA

This interaction was initiated on the previous shift. J _____ calling for her husband, looking to attend AA in the Morrisville area. We determined that Morrisville was in Area 47. I looked up the Syracuse Intergroup and got a hotline

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number. The woman who answered agreed to take the caller's number and call her back with meeting info for the Morrisville area. I looked on their website, and there's only one meeting all week in Morrisville! Hope- _ fully there are towns close by that the husband can go to.

6) **First Time Caller**

Man by the name of G _____ called asking about meeting near him in Essex county. He does not have a phone that can provide him with the meeting guide app. I called F _____ to ask about how to figure out what meetings to go to & where they are. I called G _____ back and told him the meetings there-he seemed happy with the two meetings he could go to.

7) **First Time Caller**

New to AA

Wife of a man called to ask where there was a meeting in Schenectady tonight. Her husband had gone to a meeting Sunday afternoon at a church in the area, but there was no meeting there. I took her number and called F _____ who followed up with her. He gave her several meetings and instructions on how to use the meeting finder. All is resolved - for now.

8) **First Time Caller**

Gentleman called looking for meeting information. He and his family are new to the area and are interested in maintaining their sobriety by staying invested in our program. Provided meeting information. Walked gentleman through how to download and use the Meeting Guide

Respectfully Submitted
CDCO Data Coordinator
Gene R.