

# Capital District Central Office (CDCO)

## Sample Calls in August 2026

The Central Office received **87** calls in August 2026. Below are nine samples of our volunteers' efforts to carry the AA message.

1) District 3 - **First Time Caller**

AA member from Michigan called to get information for a man in recovery at a facility in Catskill who he has connected with via Zoom. The man is looking for a 12-step visit as he prepares to leave the facility and continue his sobriety. I told him to have the resident call us and we will do our best to help. *Later* - Staff person from Greene Meadows Nursing & Rehabilitation Center called to try to arrange a 12-step visit for a patient there who has been connecting via Zoom with the guy from Michigan (previous entry). The patient's name is D \_\_\_\_\_, and he has some communication issues. I called several people on the District 3 12-step list and left messages, telling them to call our office if they are willing to visit D \_\_\_\_\_ at the facility. If someone is, they should be given the name of the staff person at the facility who can set up the visit: J \_\_\_\_\_.

2) District 13 - Caller looking to get back to attending meetings. Asked for help finding a ride to a meeting. I talked to the people at the Recovery and Treatment center in Glens Falls - they will have someone pick up the caller today for a meeting. We need updates in our database for District 13 contact information.

3) District 9 - **First Time Caller**

M \_\_\_\_\_, a cross country truck driver, was looking for a meeting near Utica tonight. He said he had called multiple numbers on a list for NY and no one answered, at least one number had been disconnected. I provided him with meeting information for Utica. *Later* - He called back a second time to know if I could help him in another state (he didn't know which one), I recommended reaching out to the Central Offices near there.

4) District 13

Gentleman called looking for meetings near Hudson Falls tonight. Gave him a meeting in Hudson Falls and one in Fort Edward. He thanked us for our help.

5) District 14 - **First Time Caller**

**New to AA**

Caller from Alabama called concerned about his sister's drinking. He mentioned that he knows some of her friends in Schenectady are also concerned. Provided caller with area web site meeting finder and mentioned his sister can call us at any

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time. Caller attends Al-anon meetings and I suggested he may want to talk about this at the meetings he attends.

- 6) District 1 - A \_\_\_\_\_ called, looking for a ride to the McKownville 5:30 meeting. I called 8 people, no luck so far. Left messages with a few and am hoping someone will call back. I have given her a ride in the past but am unable to this week. *Update:* Later in the day a volunteer on the next shift spoke with G \_\_\_\_\_ who said she could give A \_\_\_\_\_ a ride to the McKownville meeting that night at 5:30.
- 7) District 5 - **First Time Caller**  
M \_\_\_\_\_ from Westchester County called about getting a friend set up on a computer so he can attend Zoom meetings. Friend is in early sobriety and cannot do in-person meetings because he's homebound with liver disease. M \_\_\_\_\_ was looking for someone to train his friend on a computer so he can access Zoom. Friend has never used a computer before. Call was interrupted. *Later* – T \_\_\_\_\_ from Clifton Park followed up on an earlier call from his friend, M \_\_\_\_\_. T \_\_\_\_\_ has liver cancer and is awaiting a transplant. As part of his transplant program, he must attend AA meetings. Initially he wanted computer training from us so he could attend meetings on Zoom. He has never used a computer. I told him it would be difficult training someone by phone and suggested finding a friend or family member who could help him in person. He said his wife, Susan, was familiar with computers. I suggested his wife show him the basics or possibly access Zoom meetings for him, and that I would gladly send her a link to a meeting list that includes Zoom meetings. T \_\_\_\_\_ then said he could go to meetings in person but did not know where and when they were. I suggested that his wife, Susan, call us when she gets home, and we could send her a link listing meetings in the Clifton Park area. Susan had not called by the end of my shift,"
- 8) District 2  
M \_\_\_\_\_, who uses a walker, called to get a ride to the AA picnic tomorrow. There are only 3 males on 12-step list, and I couldn't connect directly with any of them. One was out of town, the number is wrong for another one, and I left a voicemail message for the third.

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9) District 9 - **First Time Caller**

New to AA

T \_ \_ \_ \_ \_ called from Utica. Out of Conifer Park August 8 and reaching out to get help transitioning into the program, but it sounds like he has some obstacles to that. No car and living situation that puts him into contact with his old lifestyle. Wants rides to meetings and looking for sponsorship, sounds like he is overwhelmed at the immensity of change he's facing. I left messages with all the District 9 volunteers on the list, giving his name and phone number. *Later* – 12-step volunteer J \_ \_ \_ \_ \_ from Utica called to say he had talked to newbie Tony (see previous entry).

Respectfully Submitted  
CDCO Data Coordinator  
Gene R.