

Capital District Central Office (CDCO)

Sample Calls in September 2026

The Central Office received **64** calls in September 2026. Below are nine samples of our volunteers' efforts to carry the AA message.

1) District 8 - **First Time Caller**

N _ _ _ _ _ wanted to talk. She's 10 months sober and appears to be having a great deal of difficulty connecting with other people in the rooms. She had a sponsor for a little while but found that they weren't really working very well together. She's been trying to ask other women to sponsor but says she is experiencing irritation from them. She says she feels very lonely and is not sure whether AA will work for her or not. I offered to pass her number along to some sober women to call her, but she was ambivalent about that. We talked for close to an hour, well it was mainly me listening. I reassured her that we do answer this phone 24 hours a day and anytime she wants to talk with somebody she can call us. I think she may have felt a little better by the time she hung up. I am hopeful that she will call us again.

2) District 2 – **First Time Caller**

New to AA

Woman called looking for meetings in Troy, Cohoes, and Green Island area. She said she was just getting out of rehab. Gave her several meetings for each of the next 4 nights. Suggested she talk with other women before and after each meeting and get some phone numbers if she needs someone to talk to. She said she feels really good and is looking forward to some meetings. She thanked us for our help.

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

K _ _ _ _ _ called from CA saying she would be visiting family in the Utica area in Oct. She had been looking at various meeting lists and saw many conflicts. I showed her how to look up meetings on the nenyaa.org website for Oneida County. That would get her all of the meetings in her area and she could pick and choose from that list. I told her this was the only official meeting list. I also gave her the Meeting Guide app info. She was very thankful for our help.

4) District 12

J _ _ _ _ _ calling from Rome. When I asked how we could help, he said “do you have a gun?”. I said no we do not do that. He was quite distraught and seemed to indicate that he didn't think he had anything left to live for. Oddly enough I already had his name in my phone because I must have met him earlier in the rooms. We talked for a while and I told him he would benefit from getting to a meeting. He said that where he lives there are very few meetings. I looked up meetings near Rome

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New York, and found one right in the city at 9:00 a.m.. I gave him that one and suggested gently that he would benefit from getting there and meeting some other people in recovery. He said he would do that. I will call him later to see how he is doing.

5) District 14 - **First Time Caller**
New to AA

A woman from Schenectady called the office for the first time today. She was struggling and was in need of talking to another woman. I went through the 12th step list of females for Schenectady County and A _____ will be calling her early this evening when she gets home from work.

6) District 17 – A man called because the GSO gave this number to contact to remove meeting from area / chair app. I explained that he or the GSR needs to fill out the online meeting change form, email his district records chair and/or email the area records chair. I spent a lengthy amount of time on phone with him.

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

M _____ from Loudonville was trying to get on the 12:30 “at home” online Zoom meeting from her phone. I walked her through the process and suggested she call back if she was still having problems getting online and wanted to talk. Our call was cut off every time she clicked the Zoom link, and she called back each time. After still not being able to get online, she called back. I suggested she write down the prompts I gave her instead of navigating them while we were on the phone together.

She cannot stop drinking. She tried AA 2 years ago but decided she could do it on her own. She tried a number of times to get sober by herself, and would last one week, two weeks or even a month without alcohol but always drank again. She found she could not stop on her own and was ready to try AA again. Her husband drinks and gets mad when she mentions AA. He believes that AA will tell her to leave him because he’s still drinking. I assured her that we do not tell people what to do, especially when it comes to personal decisions like that one.

She wanted to attend a meeting this afternoon but could only go online because she was drinking. We talked for 20 minutes until the next online meeting at 1 pm. I also told her there was someone at this number 24 hours, and she could call any time if

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she needed to talk with someone. I offered to talk with her again today if she could not access the 1pm Zoom meeting and could also make some calls to find her a ride to a meeting tonight. She said her mom had offered to take her tonight, but she also wanted one immediately. Margaret did not call back, so I'm assuming she got on the 1pm online meeting.

8) District 13

L _ _ _ _ _ from Long Island will be vacationing in Queensbury next week and asked for a few meetings in the area. I gave meetings for the first 5 nights. I gave the caller the Area website info and the app info to look up meetings. Caller thanked us for our service.

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

New to AA

Man calling from a pizza place (that's what the # ID said, anyway). Spanish speaker with a pronounced accent, but understands and speaks English well enough. He was asking about joining AA; has never been to a meeting. I gave him the "Into Action" group address for tomorrow; gave him some idea of what to expect. I let him know he could call us anytime. I also asked him if he would like to speak to someone in Spanish. He said that would be great, so I gave him John G-T's number.

Respectfully Submitted
CDCO Data Coordinator
Gene R.