Capital District Central Office (CDCO)
Sample Calls in October 2026

The Central Office received **44** calls in October 2026. Below are eight samples of our volunteers' efforts to carry the AA message.

1) District 1 - First Time Caller
   New to AA
   S _____ called from South Colonie looking for a ride to a meeting tomorrow afternoon from a physical therapy facility in Delmar. She does not drive and can't leave her children alone until her husband gets home from work. Since she wouldn't be ready until after noon, and all the meetings at that time are online, I gave her several evening meetings near her, including the 8:00 p.m. Pine Grove and 6:00 p.m. CDRC meetings, and suggested she call back once she could settle on a time and place for a ride. *Later* - She called again the next morning hoping for a ride to a noon meeting. The volunteer explained that we need a few hours to round up a driver from our phone lists, and suggested the 1:00 p.m. Conscious Contact meeting at Pine Grove Methodist the next day. She was going to see about child care and call back. *Later* - She called again near the end of the month, still hoping for a ride to a noon meeting in South Colonie, and was asked to call in the morning so we could line someone up.

2) District 1 - First Time Caller
   New to AA
   A woman called looking for meetings. As we talked, she described physical symptoms – shakes, nightmares and other serious things – that sounded like severe withdrawal. I was concerned for her health and strongly suggested she go to a hospital emergency room; she said her family could take her. We also talked about meetings, and she downloaded the meeting app and found meetings near her. She sounded like she had given up, so I gave her the suicide hotline number. She has other troubles as well, which I told her I wasn't able to advise her about. She called from a private number, so there was no way to follow up.

3) District 2 - First Time Caller
   New to AA
   A gentleman with a stutter called to ask about meetings for himself and his father. I walked him through downloading the Meeting Guide app, helped him find a meeting, and told him what to expect when he gets there.

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4) District 1 - First Time Caller
   A woman called looking for information about online meetings – how to find them, how to get on, and whether she would be required to speak. She first learned about AA at meetings she attended while living in a homeless shelter, and she is a veteran. I suggested she might find the two meetings at the VA helpful, but she was adamant about not wanting anyone who might know her to see her in the rooms. We talked about anonymity. She told me a bit of her story and her fears, and I told her that she was in the right place and to keep coming back.

5) District 2 – Office Visit
   T _____ walked into the Central Office. She attended NA ten years ago, and now her drinking has become a problem. I told her how courageous she was for coming in and admitting it. She installed our Meeting Guide app while she was here and was surprised by the number of meetings available. We talked for a bit. I gave her the pamphlets "Is AA for You?" and "Young People in AA," a Meeting in a Pocket, and my number, and wished her well.

6) District 2 - First Time Caller
   L _____ called just after midnight from the Troy YWCA, looking for a ride to a meeting in the Troy area later that day. She left a toxic relationship a few weeks ago and is getting antsy at the Y. Later that morning I tried every number on the District 2 12th Step list: two volunteers were unable to help, one asked to be taken off the list, one number was out of service, and I left a message with another. I updated the list, called L _____ back to let her know we hadn't found a ride yet, and passed the open request to the next shift volunteer in case the remaining volunteer called back.

7) District 14
   P _____ called from South Carolina on behalf of M _____, a man in Guilderland he has been talking with who is looking for beginners meetings. I showed him how to use the meeting finder on nenyaa.org. He also asked if a man who attends the Saturday morning men's meeting could reach out to M _____, so I texted a member of that meeting.
   Later - That member called P _____ back. P _____ will encourage M _____ to try the Saturday men's meeting, and our member offered to meet him there – or at the Sunday Promises meeting.

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8) District 8 - First Time Caller
New to AA
T _____ called from Cobleskill wanting to know how to get started as a member of AA. I told her she just had to start going to meetings. I gave her information about attending meetings, what happens at meetings, and questions to ask at her first few. I gave her all of the meetings in Schoharie County for the week, then the website so she could look up meetings in Schenectady, which is close by. She appreciated our help.

Respectfully Submitted
CDCO Data Coordinator
Gene R.