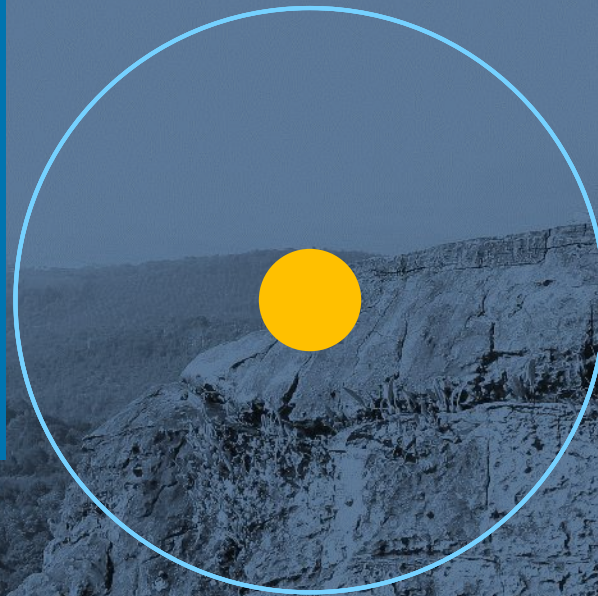


NHAA Hotline

"Our primary purpose is to stay sober and help other alcoholics achieve sobriety."



INTRODUCTION

NH AA Hotline uses an answering service, so when an individual calls there is a real person on the other end of the phone.

**“We are responsible,
When anyone, anywhere,
reaches out for help, we want
the hand of AA always to be
there, and for that we are
responsible”**

Area 43 Hotline receives an average of 400 calls per month.

There are roughly 100 calls per month requesting meeting information.

How does the Area 43 Hotline work?

1. "A call comes in to the Hotline"



- Wagner asks for caller location, male/female,
- If caller needs information, then Wagner uses the meeting guide app.

2. "Caller is sent to a contact volunteer, if they need to speak to an AA member"



- Wagner attempts to contact a volunteer via phone call or text. If no response within 15 minutes, Wagner moves to the next volunteer on the list.

3. "What if no one responds to the call?"

- If a volunteer is not located, then the Area 43 Hotline Chair receives the call.



Why volunteer for the Area 43 Hotline?

"Some of my best memories are doing a 12th Step call with another AA buddy, to someone who called the Hotline." Kevin S.

"Being the D8 Hotline chair has opened my eyes to really see how many people are out there who need/want help and the number of calls the Area receives. There are times when I get to return a call to someone who wants to speak to a volunteer and the gratitude I have after the call is "over the moon" - so grateful that I am sober and to "Not have to go through "that" again"...also it's awesome when I get to hear laughter from them too as one caller said it had been a while since she laughed! I don't remember what was said! but it feels good to feel good and to help someone and hope they can find their way to us and let the miracle happen!

It's great too when I'm having a not so perfect day and get to help someone else and it gets me out of my head! I JUST LOVE IT!!! Josee G. D8

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Hotline Volunteers are key

Answer your phone:

You are spreading a message of hope to the sick and suffering alcoholic

You will see an area code from Wagner that is:

217



Data on Calls answered by Districts

District	Oct. Calls	Oct. Minutes	Nov. Calls	Nov. Minutes
District 8	41	158	37	159
District 9	19	88	16	72
District 10	6	36	4	69
District 11	24	103	24	220
District 12	49	224	41	221
District 13	26	151	17	76
District 14	44	143	29	106

If a District Hotline Volunteer answers the call, responds to Wagner that they're taking the call, that is the amount of "minutes" the Area is charged. When a District Hotline Volunteer doesn't answer, then Wagner goes from contact to contact, and the Area is charged more minutes.



Update the Hotline Volunteers

This is already in progress, with the Hotline Awareness link right on the front of the nhaa.net website.

Clean Up Wagner Contact Lists

I am deleting all contacts in a district that are not heard from, as soon as I have enough new volunteers for that district.

ACTION

The Ad Hoc Hotline Committee has already come up with a Hotline Volunteer Workbook, and is looking into other alternatives for a Hotline Website that are cost effective.

Service, at any level, is important and rewarding. Whether it's at your home group, the District or Area, it's an important part of our recovery. To be willing to receive a phone call from someone unknown at any time of the day or night, to patiently listen to their tale of woe, to tell them it will be alright and to help them begin their journey is a perfect example of fulfilling our primary purpose, to carry the message to the alcoholic who still suffers.

Pete V., Area 43 Panel 70 Delegate

THANK YOU