



# GOASCNA Helpline Report

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**ASC Date:** 5/4/2014

**Meeting Date:** 4/17/2014 6:00 PM

**Members Present:** 4 (Mel, Greg combined with Anne and Eric from webpage)

**Location:** 2565 E. Kaley Avenue, Orlando, FL

Opened the meeting with a moment of silence followed by the Serenity Prayer. The 12 Traditions were read.

## General Report

I requested that the Webpage chair auto route the helpline inquiries from the website to Chair and Vice Chair of helpline to ensure

that the emails get answered.

From 3/12/14 to 4/11/14 a total of 375 calls were received by onebox. These were not all live calls, some people hang up after hearing the orlandona.org web address, as that is all they needed.

At this time, we are coordinating some small groups of people to orient to become 'carriers' helpline volunteers.

There was an issue April 12 when Elycia called and left a message. We needed a new person to handle these messages

and phonline coordinator arranged a new person for this task (now to Kevin) to respond immediately to the auto text message due to a call not having been taken live. Thank you Demetrius for returning these messages prior to this time.

I have been in contact with Elycia (area treasurer) about a billing issue she has discovered. There was a passcode

access problem due to very strict metro pcs security policy. Greg and I went to metropcs 4/29/14 and established

a new passcode. Elycia now has access to our billing info to find any discrepancy. She requested that I bring a few copies of the billing statements (back to July 2013).

We had an April 9th walk thru orientation and April 17th subcommittee meeting, so we need a check today for \$15 for 4/9/14 additional meeting rental in April. Thank you Keith for your service and becoming our newest person oriented.

## Elections: None

## Concerns or Needs

OPEN position: Secretary (Needs to be able to use MS Word: takes minutes, emails them, updates carrier binders every 3 months)

I am concerned about not enough support in the admin positions in the helpline subcommittee potentially leading to burnout and turnover resulting in admins leaving with their working knowledge of the helpline. We need a few new people to take on a role or two so they can get oriented to how things work in the subcommittee, and WE can sustain a stable subcommittee over a long period of time.

## Upcoming Events

Contact a Helpline Admin (Mike, Mel or Greg) if you are ready to be oriented as a "carrier" helpline volunteer. These orientations can be arranged

at a location that is convenient for you. Thank you.

## In Loving Service,

Mel F.,

Vice-Chair