



# GOASCNA Helpline Report

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**ASC Date:** 1/14/2018

**Meeting Date:** 1/20/2018 3:20 PM

**Members Present:** 4

**Location:** South Street Ministry

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

## General Report

1. A monthly text will go out reminding volunteers to ask "how they found the Helpline"
2. A text will go out before Area to capture the consensus of question #1
3. Added 2 new volunteers in January. We now have 28
4. Jenny S. accepted the Secretary position
5. One Box was programmed to send emails to me when callers leave a voicemail. Of course I call them back.
6. Happy Anniversary text have been going out since December to all celebrating volunteers (helpline & 12 step)
7. The revision of the Help Line Procedural Guidelines will be reviewed at February's sub-committee meeting
8. Looks like the Regional Helpline will not be a good fit for the GOA. It accommodates 15 volunteers only with no options for Spanish. I asked Dominick to keep me updated on changes to the Mack Daddy Grasshopper Plan technology that would accommodate us.

## Elections

Jenny S. - Secretary

## Concerns or Needs

None

## Upcoming Events

None

## In Loving Service,

Belinda G, Chair