



# GOASCNA Helpline Report

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**ASC Date:** 5/13/2018

**Meeting Date:** 4/21/2018 2:00 PM

**Members Present:** 5

**Location:** South Street Ministry

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

## General Report

Revision to Helpline, Section VII of the GOASCNA Procedural Guidelines was presented to members. Their recommendations were appreciated and included in the proposals that will be submitted on May 6th, 2018.

Shared the results of my research request to find out what other areas are doing to address lack of Help line sub-committee meeting attendance. Dominick D. replied that his Area has merged the Helpline with PR. They have retained the Helpline Coordinator position. The other Helpline Trusted Servant positions no longer exist. The meeting requirement for HL volunteers no longer exist. Helpline Volunteers track note worthy experiences/issues. The HL Coordinator attends the monthly PR/Helpline Subcommittee meeting and presents the information that was gathered from the volunteers. Dominic commented that volunteer retention as a result of restructuring is stabilized and the volunteers welcome the opportunity to just answer calls and not be involved in the politics of it all.

The Learning Day event was discussed briefly. It will be the main topic of our next meeting.

## Elections

None

## Concerns or Needs

None

## Upcoming Events

The Learning Day event

## In Loving Service,

Belinda G, Chair