



BASCNA MEETING

Baltimore Area Service Committee of Narcotics Anonymous
Free State Regional Service Center
217 N. Warwick Avenue
Baltimore, Md. 21223

Phone: 410-566-4022

Hotline: 1-800-317-3222

Katrina W. – Chair

Vacant– Sheila S.

Vacant - Secretary

Saturday, May 2, 2020



BASC AGENDA

Order of Business

Please review reports before the start of the meeting

1. **Serenity Prayer (*We Version*)**
2. **Reading of 12 Concepts**
3. **Housekeeping rules**
4. **Roll Call**
5. **Welcome to all New Groups, New GSR's, Alternate GSR's**
6. **Secretary report and review/approval** of last monthly minutes
7. **Special Events Subcommittee Report**
8. **Treasurer and/or Vice-Treasurer update/Report**
9. **Old Business**
10. **New Business**
11. **RCM/RCM Alternate Report(s)**
12. **Public Relations/Information (PR/PI) Committee Report**
13. **Hospitals & Institutions (H&I) Committee Report and update**
14. **Policy Committee Report**
15. **Phone line/Hotline Committee Report (Vacant)**
16. **Literature Report**
17. **Web Servant Report/Alternate Web Servant Report(s)**
18. **BACNA Update (Miles)**
19. **Vice-Chairperson Report**
20. **Chairperson Report**
21. **BACNA Liaison Report (Vacant)**
22. **FSRNA and/or FSRCNA Report**
23. **Open Discussions of issues, thoughts, and concerns in our BASC Area**

Closing with the "We" version of Serenity Prayer.

Thank you for all GSR's stepping up to staying until the close of meeting.

This demonstrates how your Home Group presents itself to the Area, Region, and the World!



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Respectful Housekeeping Rules

3rd Concept: “The NA groups delegate to the service structure the authority necessary to fulfill the responsibilities assigned to it.”

***We the BASC Executive Body Respectfully
Requests your help and assistance by:***

- *Please*** pick up and review your meeting packets before start of meeting.
- *Please*** read over the agenda.
- *Please*** be seated 5 minutes before the meeting with your phone on vibrate/silent.
- *Please*** respect and assist our Sergeants at Arms.
- *Please*** take ALL personal conversations out of meeting area.
- *Please*** when you need any forms (i.e. *nominations or motions etc.*) please allow the Sergeants at Arms to assist you.
- *Please*** no cross sharing or talking. (***Direct all questions and comments to your BASC Executive Body***)
- *Please*** for all GSR counts keep your hand up and stay in place until count is finished. Please speak loudly and clearly.
- *Please*** stay focused on business currently on the floor to be discussed and possibly voted on.
- *Please*** remember to keep principles before personalities. Group conscious is the spiritual means by which we invite a loving God to influence our decisions (6th Concept).
- *Please*** remember that motions and nominations are conducted during new business.
- *Please*** clean up behind yourself and your neighbor.

Baltimore Area Service Committee of Narcotics Anonymous

4/1/2020 - COVID-19
 Balance from Statement 3/30/2020 \$ 2,529.01

Currency
 Coin

BASC
 4-Apr
 Special Event
 4-Apr
 NO GSR BUSINESS MEETING
 NO MARATHON

Checks / Money Orders /
 Cash App

1 \$ 25.00
 2 \$ 10.00
 3
 4
 5
 6

Area Basket

Deposited APRIL 2020 \$ 79.00
 Total Deposited \$ 79.00
 Deposit + Balance \$ 2,708.01

Debts / Expenses									
Check #	1	\$	-	F.S.R.S.C.N.A. (Copies for the Baltimore Area) (HOLD)					
Check #	2	\$	-	F.S.R.S.C.N.A (Rent for Baltimore Area) (HOLD)					
Check #	3	\$	-	Region Donation (HOLD)					
Total Debits			Minus	\$	-	\$			

Home Group Donations - April 2020

DOING THE RIGHT THING NOW	PROMISE IS FREEDOM	THE BEST THING GOING
IT'S A MIRACLE AT 7-11	SATURDAY WOMEN'S RAP	

*Baltimore Area Service Committee of Narcotics Anonymous
Free State Regional Service Center
217 N. Warwick Avenue*



May 2, 2020

RCM Report

Greetings to all,

I attended the On-Month Regional Meeting on April 11, 2020. There were 8 areas represented out of 10.

The following were discussed during the meeting:

- 1) For those interested, there is a list of the region NA Zoom meeting at freestate.org. International 24/7 Zoom meetings can also be access in ZOOM 4949655895; Password: 448392.
- 2) The World Service Conference meetings were cancelled. However, we received an updated report from the Regional Delegate, Trish., below about WSC virtual meetings:
"We met yesterday for the 1st time from 2p-4p and 5p-7p our time. We voted on a motion that allows all conference participants to be able to vote remotely. That motion passed therefore we can continue with the conference. The rest of the sessions are as follows:
 - a. 4/25 2p-4p & 5p-7p
 - b. 4/26 2p-4p & 5p-7p
 - c. 4/29 2p-4p & 5p-7p
 - d. 5/2 2p-4p & 5p-7p
 - e. 5/3 2p-4p & 5p-7p

If anyone would like to observe, there is a link that will be put up 5 or 10 mins before the session starts at: www.na.org ID= wsc2020virt. It will give you a link for youtube and you can observe it live there. The link will change for every session so go back to na.org for the newest link. Please respect the anonymity of all participants.

There is a virtual meeting page at www.na.org/virtual for resources to help in efforts to find and serve at na meetings during this pandemic".

Baltimore Area Service Committee of Narcotics Anonymous
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S.P.A.D. You can still contribute to the na literature at www.na.org/org.

Contributions, as you can all imagine we are experiencing hard times. NA still needs us to contribute. We can do so at www.na.org/contributions.

- 3) There are some projects in consideration at the Region:
 - a) Possible literature review workshop
 - b) Possible GSR workshops
- 4) The deadline set by the Region for submission of the Car reports and the tally sheets was on April 18th, 2020. We did receive a couple of reports to the area. They were put on an Excel spreadsheet format and forwarded to the Region.
- 5) Following a suggestion from Small wonder area, the Region decided to keep the Policy binder at the Service Center and each policy facilitator will make copies. The facilitator will also have to archive the entire policy into the website.
- 6) Service Center: A Cash App account was set for the Service Center: \$FRSCNA. Monies is tight, but so far there are honoring their debits. They are requesting help from the region.
- 7) Regarding Sub-Committee, we did receive a report from the Public Relations committee and the Web Administrator. The others were excused. The Billboard is up and running on the Bay area; however, the project will be on hold temporary because of COVID-19. Baltimore Health Expo was attended and it was a success. Turk Conference has been moved to September 2020. However, we did send registration. The Web Administrator mentioned a listing of Web meetings on freestatena.org.
- 8) Small wonder convention is cancelled, but they are trying to reschedule on June.

MOTIONS

Motion 1: Howard (Northwest); 2nd Ariel (Bay). To make a one-time donation of \$2000, to assist free state regional service center as to help them during this pandemic since they are not receiving orders/moneys at this time. The Motion passed by Acclamation

Motion 2: Mario (Baltimore); 2nd Howard (Northwest). To temporarily hold donation to the world until May Regional meeting where it can be revised. The intent was to fund any unforeseen regional expenditures. The Motion passed with 7 for, 1 against, 0 abstention

Motion 3: Ariel F (Bay); 2nd Les (Small Wonder) To temporarily allow business to be conducted at the off month until the regional service body meets face to face. The intent was to allow flexibility. The motion passed by acclamation.

In other new business, we also went over Motions 18-25 of the CAR Report to find the conscience of the Region. All motions were accepted by the Region.

Baltimore Area Service Committee of Narcotics Anonymous
Free State Regional Service Center
217 N. Warwick Avenue

- a. **Open Positions:** **Executive Board**: Alternate secretary; Vice-treasurer

In Loving services,

Mario A



Narcotic Anonymous
Free State Region



Baltimore Public Relations
Public Relations Subcommittee
basopr@yahoo.com

217 N. Warwick Avenue
Baltimore, MD 21223

1-800-317-3222

BASC Public Relations Subcommittee Report

May 2, 2020

The Public Relations Subcommittee held its regular monthly meeting on 4th Saturday of April (Apr. 25, 2020) at 10:00 am via the virtual meeting app (Zoom). The Subcommittee meeting opened with the “We” version of the Serenity Prayer.

- Members Present:

<input type="radio"/> Antonio S. (Chair)	<input type="radio"/> Abdullah M.	<input type="radio"/> Kia B.
<input type="radio"/> Herman K	<input type="radio"/> Miles M.	<input type="radio"/>

Old Business –

- **The Tuerk Conference** (previously scheduled for Apr. 23rd) has been rescheduled to Sep. 10th.
- Mar. 13th – the PR Subcommittee Chair and Subcommittee Member Verlie H. met with members of a defunct meeting that wants to restart ...
- Letter drafted to Ms. Cynthia outlining proposal for presentations to Baltimore middle schools.
- Letter sent to Board of Education, Mayor and Governor’s Office
- PR Day is scheduled for June 6th in Wheaton Maryland

New Business –

1. Began planning for a virtual learning day – Fellowship Development (Virtual Learning Day), to assist members and groups with using virtual apps (such as Zoom) to host meetings, marathons and other activities – in a manner consistent BASC service policies and the Spiritual Principals of the NA Fellowship.
2. The Subcommittee proposes to meet weekly, beginning May 2, 2020 **from 1 pm to 3 pm via Zoom**, to develop a virtual (recorded tutorial) that would be **uploaded – or launched – on May 23rd**. The virtual video will include mock demonstrations by PR Subcommittee members addressing the many issues that arise using video conferencing apps, using laptops, iPads, iPhones and android devices.

The Subcommittee closed with the “We” version of the Serenity Prayer.

Gratefully–In Service,

Antonio S.
Chair, BASC Public Relations Subcommittee



BASC Policy Sub-committee

May 2, 2020

Living Clean, the Journey continues states, Service is not a position in a committee; it is a posture in the heart. It's a way of life we can practice in all our affairs. It can be as simple as holding a door open, or as complicated as helping a loved one in the last stages of life. Our relationship to service and the way we express it changes as our humility deepens. The desire to serve is a manifestation of freedom from self. Anonymity is a key principle in selfless service. When we learn to give selflessly, in service to those who suffer and to a power greater than ourselves, we find happiness, purpose, and dignity.

BASC AREA OPEN ITEMS & MOTIONS:

DISCUSSIONS, RESEARCH and/or NEED:

- 1) Purchase of the laptop? **Void check attached.**
- 2) Workshop to address can any Chair position be filled by a member on a drug replacement program. (see bulletin attached) **In process**
- 3) Need policy for Sisters of Circle financial reporting and timeframes for reporting.
REPORT:
Must have a written report and/or should they report to the Area. **To be determined**
Follow-up needed
- 4) Do we need a Temp position of Circle of Sister Liaison? This committee member is elected by the GSRs.
NEED LIST OF DUTIES, if applicable.
Positions needs be a part of the agenda, if applicable. **To be determined**
- 5) Financial responsibilities for Area Zoom meetings. Do we need to establish duties and responsibilities for the Zoom meeting?

Accomplishment

Submitting update and/or omissions from approved A&G dated January 4, 2017 for approval. (addition and correction, all in red)

Trusted Servant
Cynthia C.

Baltimore Area of NA Literature Committee

(BAONALC)

May 2, 2020

Literature Chair: Nichole R.

Vice Chair: Milton W.

Committee Members: Curtis C., Kim H., James A., Jonelle L. & Erika N.

OUR VISION IS THAT ONE DAY every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life. www.na.org/orderliteratureonline

Happy May to All!

Anyone wanting to join the literature committee, we normally meet every third Tuesday of the month from 4:45 pm-5:30 pm at the service center, located @ 217 N. Warwick Ave., Baltimore, Md 21223. However, because of the current Maryland State Mandate, we are not meeting at this time, so anyone wanting to join, please feel free to email us at www.bascliterature@yahoo.com about your interest.

Literature News You Can Use:

Because of the nations current pandemic, the Baltimore Area service center is not operating on regularly scheduled hours, so please feel free to go to NA World Services if you need literature. Recovery literature, audio basic text, service materials & other products are all on line at na.org/literature for purchase.

And as Always:

The **"Together We Can"** newsletter is always looking for your poems, cartoons, short stories & articles to include in the **"N.A. Readers Write"** column. **Please be mindful, a signed release form is needed when submitting literature.** Also, don't forget about the question of the month. Each month the newsletter has a question that we encourage members to participate in answering. You can give your name or remain anonymous, it's your choice. All submissions will be needed by the 3rd Tuesday of the month in order to be show cased in the upcoming issue.

Last but not least, May's issue of the newsletter was completed. Although the committee could not meet in person, we were able to construct the newsletter via phone calls and text messages. Thank goodness for technology.

Thanks for allowing me to serve,



Nichole R.

Greetings Executive Body,

Due to the COVID-19 All homegroups are still closed. But a lot are doing the zoom meetings now. Which the majority of them are online.

I attended the zoom meeting Phone line in April with Susan Regional Phoneline Chair & Josh Vice Chair. In that meeting it was discussed all areas Phone lines. Our area is doing good. But I was told that our phone list of numbers haven't been updated since 2015. So I had to call everyone on the list to make sure that they were still onboard I had to get Constance removed off the list and replaced it with mines until we get another Phone line Chair.

Thanks for allowing me to serve

***Yours Truly
Sheila S.
Vice Chair***



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Saturday, May 2, 2020

BASC CHAIRPERSON REPORT

Good Morning and greetings to all GSR's, Alternates GSR's and Executive Body Members.☺
Let's make each day Count! We are better Together...

As we push forward and move about in our day to day life experiences, praying every step of the way.
Continuing to stand strong in our message, because we know that our recovery must come first.

- What is our message? The message is that an addict, any addict, can stop using drugs, lose the desire to use, and find a new way to live. Our message is hope and the promise of freedom. When all is said and done, our primary purpose can only be to carry the message to the addict who still suffers because that is all we have to give.

I attended and participated in the 1st Saturday business meeting on 4/2, the Regional meeting on 4/18, the 3rd Thursday meeting on 4/16, in which all GSRs/Alt. GSRs were invited and was given the format of the May 2nd business meeting. I also attended and participated in a Special Events business meeting on 4/30, very exciting stuff.

All meetings were held via Zoom.

Our fifth Tradition state: "Each group has but one primary purpose, to carry the message to the addict who still suffers."

As service committees, our task is to help our groups fulfill their all-important primary purpose. Just as our groups must focus on NA recovery, our public relations message must be based on our fellowship's principles of recovery.

Respectfully submitted,

Katrina W.

BASC Chairperson

Thank you for allowing me to serve!!!



BALTIMORE AREA SERVICE COMMITTEE OF N.A.
WEB-SERVANT
217 N. WARWICK AVENUE
BALTIMORE, MD. 21223

May 2, 2020

Greeting BASC Area members;

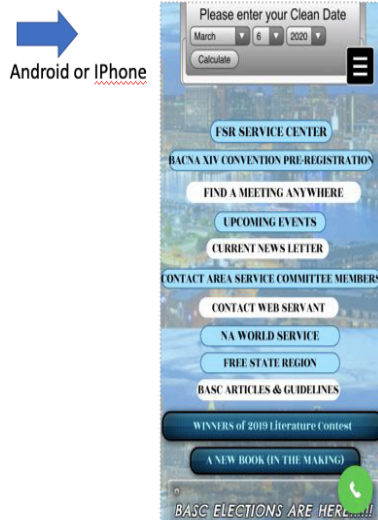
Thank you for allowing me to serve. I will continue to do what is needed to be of service in this position. I would also like to thank all our members for being of service. Thank you for your time and commitment to serve. We encourage all members to come aboard and take on a commitment "...because we can only keep what we have by giving it away". Last month Mike A. was elected as our Alt. Web servant and I would like to thank Mike for being of service.

The website is currently up and running. As of May 2, 2020, we are currently at **0039870** views. My intention is to keep the Baltimore Area well informed with information concerning our fellowship.

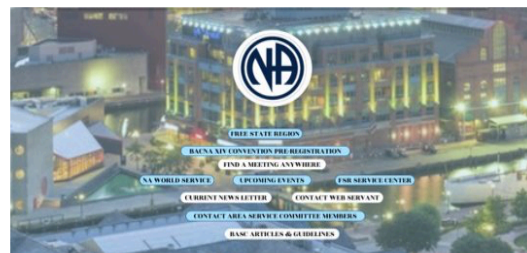
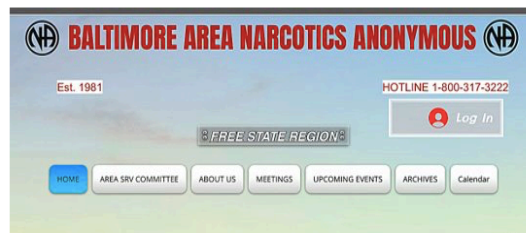
To get in touch and stay updated on the go. Download the Wix app to join: <http://wix.to/DECOAVE> or use this code: YYDA4F

For monthly updates please be sure to visit (click-on) the following areas on the website: <https://www.baltoareana.org>

From your phone



From your computer



I. The following positions are AVAILABLE:

- Secretary (1 yr. clean time requirement)
- Alt Secretary (1 yr. clean time requirement)
- Alt. RCM (3 yrs. clean time requirement)

- BACNA Liaison (5 yrs. clean time requirement)

II. BACNA XIV (Pre-Registration)

III. Upcoming Events

IV. Monthly Newsletter

V. Calendar

VI. Find a Meeting Anywhere

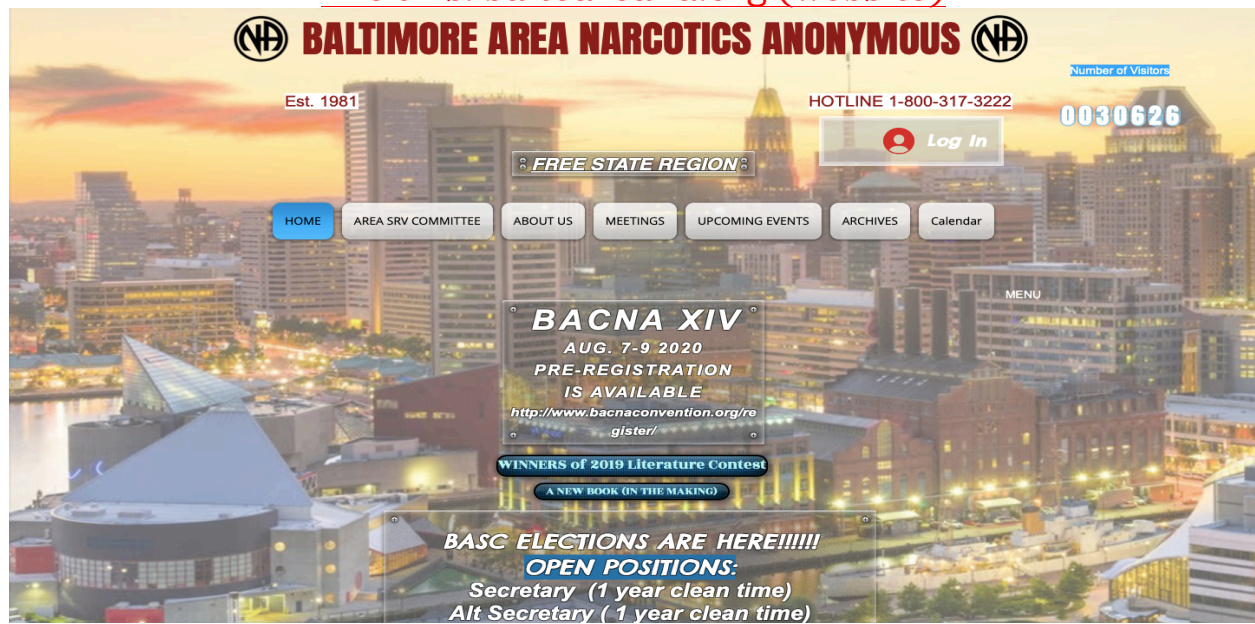
If you have any questions or concerns, feel free to contact me via email bascwebservant@yahoo.com. Thank you in advance for your time and cooperation.

Best Regards,

Kia B. (Web-servant Chair)

bascwebservant@yahoo.com

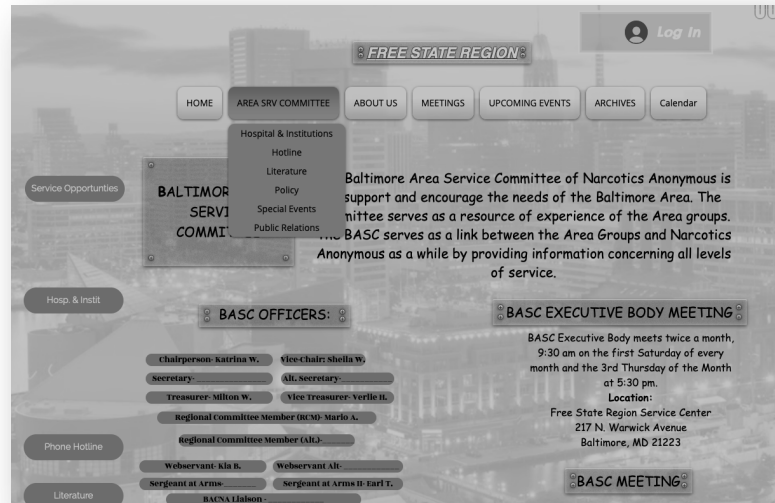
If you are logging onto the website from your computer, it will look like this: baltoareana.org (website)



(From the website)

You can contact all of the area service committee members by clicking on the 2nd tab

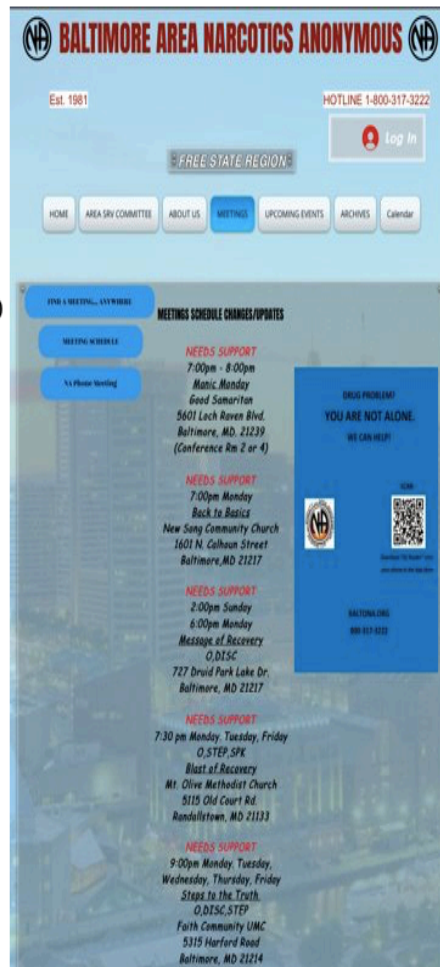
AREA SRV COMMITTEE from the home page. The tab turns light blue.



Click to ad(From the website) By clicking the 4th tab, you have access meeting lists:

- Find a meeting anywhere
- Meeting Schedule
- NA Phone meeting

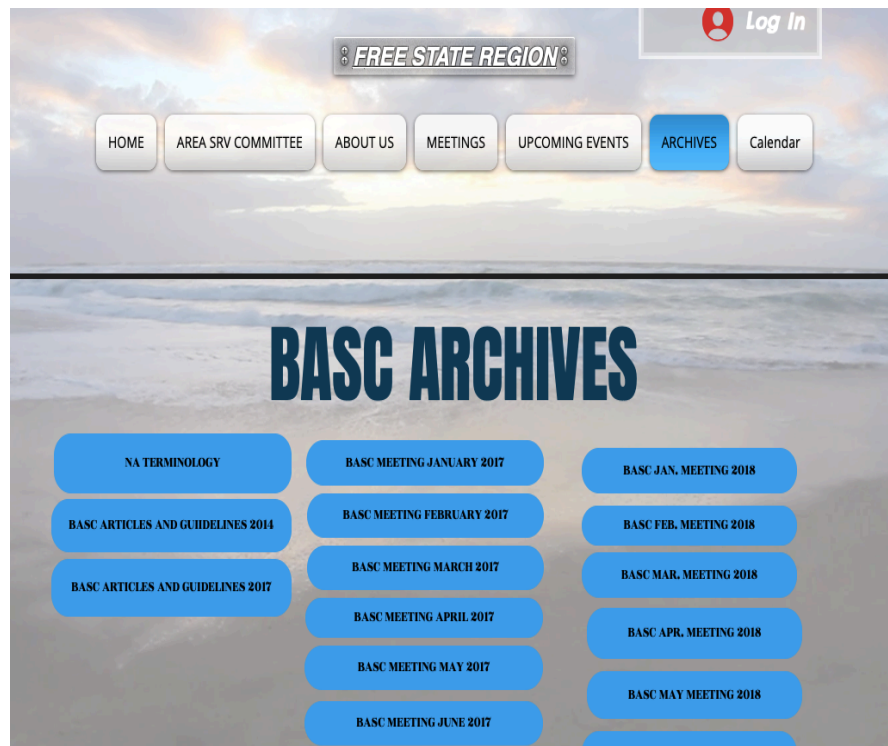
You can locate all upcoming events by clicking on the 5th tab Once the tab changes to light blue you are on the events page. d text



(From the website)
You can locate BASC Articles & Guidelines and BASC Meeting Reports by clicking the 6th tab

ARCHIVES

The tab will turn light blue indicating your now on the ARCHIVES page.



If you are logging onto the website from your phone (Android or iPhone, it will look like this: baltoareana.org (website))

From your phone

From your phone (Android or iPhone) you can access all of the features that are available on the website.

Type baltoareana.org in your search browser or you can download the Wix app, create an account (with your email address), join the site using baltoareana.org. Once you have log into the site continue to scroll down to view different categories.



Click on the black arrow and gain access to the seven (7) tabs listed that on the website (at the top)



Re: Circle of Sisters Bid Committee Report - banksial@gmail.com - Gmail

COS Zoom Meeting Notes/Report

Sunday, April 5, 2020 April 12, 2020

We began the meeting with Serenity Prayer on April 5th at 12 noon. Members present were Connie, Rushell, Karen, Tammy, Frances, Rhonda and Roxanne. We gathered to discuss Hotel information, host a zoom marathon and the COS Election that had to be cancelled because of COVID-19 Pandemic. It was recommended that I contact COS advisory board to get information on how to proceed in our election. I was told that we could hold a zoom election and proceed through advertising and hosting an election. They also asked to be a participant for our next committee meeting on April 12, 2020 at noon. Karen was asked to email hotel contracts and hotel information to all members of the committee. Karen stated that she had to withdraw from the committee due to personal reasons. Members of COS advisory board were about to visit Baltimore hotels in March. Due to the pandemic the visit was cancelled. Also, the contact person from the Renaissance was furloughed. Therefore, it was recommended to give the COS advisory committee members a virtual tour. Roxanne was asked to collaborate and be a liaison for the time being until Chairperson or committee was available/elected. Roxanne will also reach out to the Office of Tourism for assistance. Members present were asked to develop flyers for possible marathon meeting.

Rhonda was going to introduce Roxanne to Snoop, an advisory board member of COS. This was done and Snoop reviewed the contract and wrote concerns. They held a zoom meeting with Roxanne, Connie and Rhonda to discuss the contracts and concerns.

4/12 noon meeting held: Rushell and Lisa were not present: Began with serenity Prayer; Rhonda would get information about how to tally for an election; Roxanne would contact Hyatt along with Tammy/Rhonda to get updated proposal; Connie reached out to Rachel about flyer for advertisement; Frances would reach out to Service Center for possible Election location/Times Printers for updated election flyers of Wednesday, June 24, 2020; It was determined we would table any discussion of a marathon; meeting closed with Serenity Prayer

Later in the week of Connie asked if the group would be interested in having the election through zoom in May instead of June. The majority voted against it and wanted to keep the election in June

4/12 at 3:30 till 5:15 meeting held over Zoom with Snoop, Connie Roxanne and Rhonda to review and discuss renaissance contract and concessions; notes were taken: Meeting time was interrupted.

April 19, 2020

COS

Started at Noon with serenity prayer: Cheryl, Connie, Frances, Roxanne, Rhonda, Lisa, Rushell

Cheryl answered questions presented: Roxanne/Rhonda gave hotel report-concessions; We are concerned about deposit to hotel and signing of contract, since we haven't had our elections; Seed money can be provided once account has-been established. Elections have been moved to June 3rd thru zoom. Election flyers will be updated with zoom information and link to requirements. Also, Lisa will spearhead COS Baltimore Facebook page to inform others about election and ongoing events, countdown, we must log on regularly. (auntmisslisa). Rhonda will setup election zoom page with co hosts

Roxanne is waiting for updated proposal from Hyatt in order to counteract Renaissance, (making sure renovations aren't apparent,) given a virtual tour

Once flyers are made, we must attend meetings, in Area and outside of area to spread message of election.

April 29, 2020

Virtual tour was given with 2 members of COS Advisory Board (Cheryl Snoop and Vice Chair?) Connie, Frances, Rhonda, Roxanne Rushell and we have to make final decision between which hotel; Election is planned for June 3rd via Zoom.



Narcotics Anonymous WOMEN'S CONVENTION

Coming to Baltimore March 2022!



POSITIONS FOR ELECTION

- Chairperson
- Vice-Chairperson
- Secretary
- Treasurer
- Assistant Treasurer
- Arts & Graphics
- Convention Information/Operations
- Entertainment/Fundraising
- Hospitality/Greeter
- Hotel Rep/Contract Negotiator
- Assistant Hotel Rep/
Contract Negotiator
- Merchandise
- Program
- Registration
- Volunteer Coordinator/
Serenity Keeper
- Web Mistress

ELECTIONS will be held via  **ZOOM!**

Wednesday, June 3, 2020 • 6:00 p.m.

<https://zoom.us/j/95329064835?pwd=RkYwSHVzQmNmUTBqMm9GK3pPWINWQT09>

Meeting ID: 953 2906 4835

Password: 435171

To review Duties and Responsibilities for all Elected Positions go to:

www.circleofsisters.org

Find us on



12 STEP CALLS

REQUIREMENTS:

1 YR CLEAN AND A NON LIMITED PHONE

WILLINGNESS TO SERVE

Your personal info is confidential and not share with any person outside the phone line.
Purpose of the 12 step list is to provide serves to addict that need giddiness or to talk in length.

Information needed:

1. Name (first name last initial)
2. Phone Number
3. Time available
4. Available for rides or talking to addict.
5. Zip code

Example:

Name	phone number	Time available	service available		zip code
			talk	Ride	
John D	444-555-6666	MON.WEN.SAT,SUNDAY ANYTIME	X		00000

Rides:

- Twelfth step calls:
- ► A twelfth step call is usually a request for assistance to get to a meeting. We
- Carry NA's message through twelfth step calls.
- ► A twelfth step call can mean that two or more addicts provide a ride to an NA
- meeting or that volunteers simply talk with the caller, helping the potential
- Member get to a meeting on their own.
- ► When possible, members meet those requesting a ride to a meeting in a public Place.

Speaking with addict:

- Sagest to block your number by using *67 so the called does not get your confidential info.
- You will receive the number of the addict in need for the hotline volunteer.
- Please advise the hotline volunteer of the approximant time you can return the call.

12 STEP CALL LIST

Sheet No. 1 of 1

Area _____

Date: _____

PERFORMED BY: _____

[illegible]

Basic Roberts Rules Of Order

For use for reference during meetings

HANDLING MOTIONS

Member says, “I move that...”. Another member seconds the motion, or chair asks, “is there a second?”

Chair states motion and asks for discussion.

Members enter into a debate. Make of motion has first right of floor.
Debate only on merits of motion.

Debate is closed when no members seek further discussion.

Chair puts motion to vote.

Chair announces results of vote.

WHAT MINUTES MUST INCLUDE

□□ The kind of meeting begin

held..regular, special, etc.

□□ The name of club

□□ Date, time and place of meeting

□□Names of person running meeting

□□Names of everyone in attendance.

□□Approval of past meeting minutes
with any corrections.

□□Summaries of reports from officers.

□□Exact final working of all motions

with names of movers and

□□seconders.

□□Results of all votes.

□□Points of order raised and appeals

made, with the chair's ruling on
each.

□□Announcements.

□□The time of adjournment.

□□The signature of the secretary or
person who took minutes.

“I call this meeting to order”

“Will the secretary please do roll
call?”

“We have a quorum. Will the secretary please read the minutes of the last meeting”

“Are there any corrections to the minutes?”

“If there are no corrections, the minutes stand approved”.

“We’ll now move to the officer’s reports. Will the treasurer, Jane Doe please read/submit their report.

“Are there any questions concerning the treasurer’s report? (if none) Will the Vice President now give their report?

“We’ll now move on to unfinished business. At the last meeting...”

“The meeting is now open for new business”

“It has been moved and seconded that.....is there any further discussion?”

“We will now vote on that motion that...All in favor say “Aye”. All opposed say “Nay”. The motion has passed.

“Are there any announcements?” The next meeting will be held on.....”

“May I please have a motion to adjourn the meeting?”

AGENDAS

A typical agenda includes...

Call To Order

Roll Call

Reading & Approval
of Minutes

Reports of Officers

Unfinished Business

New Business

Announcements

Adjournment

TYPICAL LANGUAGE USED BY
PERSON RUNNING MEETING

OGAC PHONELINE SUBCOMMITTEE POLICIES/GUIDELINES

1) PURPOSE:

This service committee was formed by and is directly responsible to the Ocean Gateway Area Service Committee of Narcotics Anonymous (OGASC). The Phonline Subcommittee is generally responsible for the operation and maintenance of the NARCOTICS ANONYMOUS phonline.

2) FUNCTIONS AND RESPONSIBILITIES:

- To hold regularly scheduled monthly business meetings
- To communicate and disburse all information to and from the phone-line volunteers
- To provide representation and participation in the OGASC.
- To coordinate, recruit, and develop the training of phone-line volunteers
- To elect/appoint members to fulfill the needs of the subcommittee

3) BUSINESS MEETINGS:

The OGASC Phonline Subcommittee will meet regularly each month. The meeting time will be publicized to the groups, area, and region encouraging all interested members to attend.

4) FUNDING:

This OGASC Phonline Subcommittee will submit and maintain a yearly budget, funded by, and in accordance with OGASC policies.

5) AMENDING STANDARDS:

The OGASC Phonline Subcommittee may amend these standards by a group conscience decision, subject to approval by OGASC body.

6) MEMBERSHIP:

Members of the Phonline Subcommittee will be defined by the following:

- Chairperson
- Vice-Chairperson
- Secretary
- Treasurer

7) VOTING:

All OGASC Phonline Subcommittee members can vote on decisions made by this subcommittee, with the exception of the Chairperson, who carries a vote only in the case of a tied vote.

8) TRUSTED SERVANTS QUALIFICATIONS/ELECTIONS/REMOVAL:

- The Chairperson will be elected in July of each year by OGASC and is accountable and subject to OGASC Policies including attendance and fiscal responsibilities.
- The Phonline Subcommittee will elect Vice-Chairperson, Secretary, and Treasurer in August of each year.
- No trusted servant will be eligible to serve more than two (2) consecutive terms consecutively in the same position.

- All trusted servants must report to the OGASC Phoneline Committee monthly. More than 40% of missed calls will be dealt with as is stated in Section 12 under Phoneline Volunteers.

9) CHAIRPERSON:

Elected in accordance with and held accountable to OGASC procedures for one (1) year.

a) QUALIFICATIONS:

- Required minimum of one (1) year continuous abstinence from all drugs.
- Suggested to have a knowledge of the 12 steps, 12 traditions, and 12 concepts of NA.
- Suggested to have a working knowledge of OGASC Guidelines and Policies.
- Suggested to have a NA sponsor and NA homegroup.
- Willingness to serve.

b) DUTIES:

- Coordinate all OGASC Phoneline Subcommittee business meetings.
- Prepare monthly agenda and reports.
- Attend all OGASC meetings
- Suggested to train all Phoneline Volunteers for shifts.

10) VICE-CHAIRPERSON:

Nominated by Chairperson and held accountable to OGASC procedures for one (1) year.

a) QUALIFICATIONS:

- Required minimum of one (1) year continuous abstinence from all drugs.
- Suggested to have a knowledge of the 12 steps, 12 traditions, and 12 concepts of NA.
- Suggested to have a working knowledge of OGASC Guidelines and Policies
- Suggested to have a NA sponsor and NA homegroup
- Willingness to serve

b) DUTIES:

- Take an active part in the direction of the subcommittee, working closely with the Chairperson.
- In absence of Chairperson, will chair subcommittee business meetings.
- In the event of the inability of the Chairperson to perform, or upon resignation of the Chairperson, the Vice-Chairperson will receive an automatic nomination for the OGASC Phoneline Chairperson, in accordance with OGASC guidelines.
- Assume the duties of any open position on this subcommittee.
- Suggested attendance at OGASC business meetings.

11) SECRETARY:

Nominated by Chairperson for a term of one (1) year.

a) QUALIFICATIONS:

- Required minimum of one (1) year continuous abstinence from all drugs.
- Suggested to have a knowledge of the 12 steps, 12 traditions, and 12 concepts of NA.
- Suggested to have a working knowledge of OGASC Guidelines and Policies
- Suggested to have a NA sponsor and NA homegroup
- Willingness to serve

b) DUTIES:

- Keep a complete record of every regular and special subcommittee meeting.

- Maintain minutes and submit a typewritten copy to the Chairperson no later than one (1) week following each monthly subcommittee meeting.
- Keep accurate archives of all Phonerline business that occurs during their term and make them available to any NA member upon request.
- Assist in developing and maintaining all volunteer databases for use in Phonerline efforts.
- Assist with any typing needed for correspondence used in Phonerline efforts.
- Keep a record of all subcommittee members contact information.
- Maintain all necessary stationary supplies needed for secretarial duties and submit any receipts needed for said supplies.

12) PHONERLINE VOLUNTEERS:

a) QUALIFICATIONS:

- Required minimum of six (6) months continuous abstinence from all drugs.
- Must complete Phonerline training.
- Suggested knowledge of 12 steps and 12 traditions.
- Suggested to have a NA sponsor and NA homegroup.
- Willingness to serve.

b) DUTIES:

- Be available for shift.
- Inform Phonerline Chair of any changes or difficulties.
- Call intake should be no less than 65%.

40% missed calls will be addressed in the following manner:

- **1st time – Area Phonerline Chair works with volunteer to resolve any barriers.**
- **2nd time – volunteer will be removed.**



Susan F. – Vice Chair
sfineagan@salisbury.edu
 410-845-5813

Josh J. – System Administrator
jjacobson@helpingup.org

PHONELINE MONTHLY REPORT April 2020

I would first like to thank all RCM'S for allowing me to be of service.
 We currently have 103 shifts filled out of 111. Sunday 7:30am – 1pm is in need of shift workers now!
 To fill shifts, make changes, or to remove shift workers, please contact Josh – the system administrator.
 Monthly missed calls and open shift reports have been sent out to current chairs or RCMs.

Open Shifts 4/8/2020

Sunday 7:30A-1P**
Sunday 8-11P*
Sunday 11P-7:30A
Wednesday 11P-7:30A*
Friday 7:30A-1P*
Friday 1-5P*
Saturday 1-5P*

	Feb-20	Mar-20
Incoming Calls	133	218
Missed Calls	33	13
Voicemails	14	17
Percentage Missed	6.5%	7%

**DESPERATE
 * Need Filled
 May Add

Feb	Mar
11	9
19	16
6	7
3	4
31	33
3	4
10	10
6	5
2	4
10	12
10 Vacant	7
111	111

Chairs in
 Attendance

_____	BALT
_____	BAY
_____	DEL
_____	EOB
_____	NEFA
_____	NW
_____	OG
_____	SUSQ
_____	SW
_____	WS

PLEASE FEEL FREE TO CONTACT:
 1-800-317-3222/NAphoneline8003173222@aol.com

[Type text]



Free State Region Hotline

800-317-3222

Volunteer Information Booklet

Free State Regional Hotline Subcommittee Policies

Submitted 2015

Shift Volunteers Responsibilities

- Shift volunteers must notify the area chair or the regional chair if they are going to miss the shift or a change in their phone number 24hrs in advance or more.
- Shift volunteers who miss more than 40% of the calls in two shifts in a month period will be removed from the phone line volunteer position.
- Shift volunteers that are on a shift must be available at the time of their shift.
- Do not send the caller to voice mail this will avoid the secondary volunteers of answering the call.
- If you are looking up meeting or referring a web site, use the Free State web site www.fsna.org

Referral information

When a caller requests referral information:

Explain that NA. Is not affiliated with any treatment center /detox/recovery house/rehab etc.
Then take the following steps:

1. Assist the call with locating a meeting nearby.
2. Suggest that the caller speak with other addicts at the meeting if looking for suggestions as to where to seek treatment.

The National Treatment referral line **1-800-662-HELP (4357)**

3. Strongly urge the caller to attend an NA meeting immediately upon release from whatever facility she/he may choose.

Handling calls out of the Free State area

1. Try to help the caller.(if you have computer look up meeting for the caller)
2. Give the caller the number for hotline in their area.
3. caller in any whey possible (remember that help the still suffering addict is are primary purpose)

GENERAL VOLUNTEER INFORMATION

Phone Line Volunteers

A phone line volunteer is an NA member whose primary objective is to direct the Potential newcomer to an NA meeting or direct questions about the fellowship to The appropriate subcommittee.

The first NA member the caller will come in contact with is usually the phone line Volunteer. The response and attitude of a volunteer can have a lasting impression On the caller. This is a service position of great responsibility.

Experience has shown that the most successful phone line volunteers possess Certain assets which are beneficial in the accomplishment of their responsibilities. These qualifications include:

- A minimum of 6 months clean-time (however, this may vary from place to Place)
- Appropriate training (e.g., group orientation session, personal orientation, Etc.)
- A knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous (e.g., the only requirement..., our primary purpose..., never Endorse related facilities..., non-professional..., no opinion on outside Issues..., attraction rather than promotion..., anonymity..., etc.)
- The willingness to serve

The willingness to give of personal time

Phone Line volunteers may receive calls from NA members, potential newcomers, Family and friends of addicts, and other people interested in NA, (including Professionals, students, and members of the media).

Upon receiving a call, the first thing to determine is whether the caller is an addict Seeking help. Calls from potential newcomers are, of course, the most important Calls received by a phone line volunteer. The volunteer provides a brief Introduction of the NA program and explains, in general what the caller can Expect at a meeting.

If the caller would like to talk to someone at length, he/she will be informed that Another NA member (Twelfth Step volunteer) can be contacted. The phone line Volunteer explains in general to the caller that all information is confidential, but Some information is needed in order to help him/her (refer to Addendum I ... A Guide to Phone line Service).

The phone line volunteer also makes a note of any other pertinent information Received from the caller in as short a time as possible. After hanging up, the Volunteer should refer to the Twelfth Step list and call a Twelfth Step volunteer of The same general and geographical area as the caller. The information gathered Should be relayed directly to the Twelfth-Step volunteer as soon as possible.

A phone line volunteer will need to use good judgment regarding these calls. Never give out the name, address, or telephone number of any member of the NA Fellowship. Do not use last names, places of employment, etc.

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NOTE: the phone line volunteer must be told if the Twelfth-Step volunteer is Unable to return the call immediately. The addict seeking help is expecting a Return call.

The phone line volunteer must then call someone else to follow

Upon the call. If an area or region is using phone line and Twelfth-Step Volunteers interchangeably, the phone line volunteer may be the person Responsible for talking at length with the caller.

Calls from NA members are usually simple requests for meeting information. These should be answered quickly. Most members readily understand the need to keep the phone line open for other callers.

Calls from non-NA members, such as students, professionals, or community Members are usually requests for general information about NA. These also Should be handled quickly. The caller can be advised that an informational packet Is available. Then, the volunteer takes the name and address of the caller and Refers this information to the appropriate committee (refer to Addendum C ... A Guide to Phone line Service). Interested non-addicts can also be referred to open Meetings. -

If you are a volunteer, give caller requesting presentations, special meetings, Literature, activities, etc., a brief description of NA, explaining that these requests Will be referred to the NA member designated to handle such calls. Never make These types of commitments on your own. The phone line volunteer takes the Name, number, etc., of the caller, completes the Referral Form and passes it along Accordingly.

SPECIAL CALLS

How to Handle Special Calls

The NA Phone Line is strictly for dispensing information about the NA fellowship, Meetings and recovery. The volunteer must always remember that he or she is Only a recovering addicts sharing his experience, strength and hope. The volunteer Is not a professional crisis counselor, doctor or psychologist, etc., and does not Have the right to give professional advice. Calls which, in the volunteers opinion, Are beyond the boundaries of Narcotics Anonymous should be quickly and politely Diverted to the appropriate services available.

Suicide Calls

One of the most difficult situations is a call from someone who says they plan to Kill them and sounds like they mean it. This can often bring a feeling of Helplessness. First, say a quick prayer to yourself, ask for guidance and remember, If they have chosen to call NA they want to hear our solution. Most people who Talks about suicide are not going to carry out the act immediately. There is time to Talk and begin working on a solution. Don't be afraid to use the 12 Step List if Appropriate.

Psychologists report that the most obvious signs that the situation may be more

[Type text]

Immediate are (a) if the caller has a specific suicide plan to carry out, and (b) if he has planned means readily available. You might ask them if they would be willing to talk to someone at the National Suicide Hotline number 1-800-273-8255 (or see other helpful numbers page).

Whatever happens, you've done the best you can do. The person most intent on committing suicide probably decided his situation was hopeless long before making the call. Share your experience with another person

OTHER NUMBERS

Name	Phone Number	Website
Free State Service Center	410-566-4022	
Nar-Anon World Services	800-477-6291	www.nar-anon.org
TreatmentReferral	1-800-662-HELP(4357	www.findtreatment.samhsa.gov
24 hrs./7 days both numbers MD only	800 422-0009	
A.A, Baltimore	410-663-1922	www.baltimorea.org
A.A, Delaware	302-736-1567	www.delawareaa.org
Crisis Hotline(any area)	1-800-273-TALK (8255	-
Crisis Hotline(any area)Youth only	800-422-0009	-
Baltimore	410-433-5175	www.bcreponse.org
Fredrick County	301-694-8255	
Prince George's County Hotline & SP Center Crisis Phones:	301 864-7130	
Suicide Hotline	800-273-8255	
Homeless Hotline	888-731-0999	
Gamblers Anonymous	626-960-3500	www.gamblersanonymous.org
Nicotine Anonymous	877-879-6422	www.nicotine-anonymous.org
Sex/Love Anonymous	210-828-7900	www.saa-recovery.org/
Chemically Dependent Anonymous	888-CDA-HOPE(232-4673	www.cdawebsitedev.com
Milford DE		
Kent/Sussex Mobile Crisis Unit	302 422-1395	
24 Hr./7 days Crisis No:	800-345-6785	
Wilmington		
CONTACT Delaware, Inc.	302 761-9800	
24 Hr./7 days Crisis No 80(800-262-9800	
Brandywine Program Tressler Center of Delaware	302-955-2002	
24 Hr./7 days Crisis No:	302 633-5128	
Mobile Crisis Intervention Services	800 652-2929	
24 hr. /7 days.	302- 577-2484	
Veteran Numbers		
Perry Point Mental Heath	410-642-2411	
Veteran Suicide Hotline	800-273-8255	
Homeless Hotline	877-424-3838	
Poison Control	800-222-1222	

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			Phone: 800.983-4131	Kentucky
Phone: 800.627-3543	Connecticut		http://www.sckana.org/	
http://www.ctna.org/				
			Phone: 800.339-3723	Louisiana
Phone: 800.317-3222	Delaware		http://nlana.org	
http://www.fsrna.org/				
			Phone: 800.974-0062	Maine
Phone: 800.543.4670			http://www.namaine.org/	
http://www.cprna.org/dcas/c/	District of Columbia			
index.htm			Hagerstown	Maryland
			Phone: 800.777-1515	
Phone: 866.288-6262	Florida			
http://southatlanticna.org/			Chesapeake & Potomac Region	Maryland
			Phone: 800.543-4670	
Phone: 888.490-0648	Georgia		http://www.cprna.org/	
http://www.grsna.com				
PHONE NUMBER&WEBSITES	AREA		PHONE NUMBER&WEBSITES	AREA
Almost Heaven Area	Maryland		Phone: 866.885-6562	New Mexico
Phone: 800.777-1515			http://www.riograndena.org/	
Phone: 866.624-3578	Massachusetts		Phone: 212.929-6262	New York
http://www.nerna.org			http://www.na-si.org	
Phone: 800.230-4085	Michigan		Phone: 800.350-9132	New York
http://www.michigan-na.org			http://www.flana.net/	
Phone: 877.767-7676	Minnesota		Phone: 888.370-6262	North Carolina
http://www.naminnesota.org				
			Phone: 701.234-9330	North Dakota
Phone: 866.279-7985	Mississippi		http://www.umnna.org/	
http://mgcana.org/				
			Phone: 800.587-4232	Ohio
Phone: 800.561-2250	Missouri		http://www.naohio.org/	

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http://www.kansascityna.org				
/			Phone: 866.524-7068	Oklahoma
			http://wasc.okna.org/	
Phone: 800.990-6262	Montana			
http://www.namontana.com/			Phone: 877.551-4662	Oregon
			http://yamhillunifiedna.org	
Phone: 888.347-4446	Nebraska			
http://sena-na.org/			Phone: 866.996-8444	Pennsylvania
			http://www.eparna.org/	
Phone: 888.495-3222	Nevada			
http://www.region51na.org/r			Phone: 866.624-3578	Rhode Island
egion-51/south-valley/			http://www.nerna.org	
Phone: 888.624-3578	New Hampshire		Phone: 866.463-5771	South Carolina
http://www.gsana.org/				
			Phone: 888.334-7597	South Dakota
Phone: 800.992-0401	New Jersey			
Phone: 866.360-4929	Tennessee			
http://mana-e-tn.org/				
Phone: 855.864-2262	Texas			
http://www.hcana.org/				
Phone: 877.479-6262	Utah			
http://www.northernutahn.a.org/rig/Default.aspx				
Phone: 866.580-8718	Vermont			
http://www.cvana.org/				
Phone: 800.777-1515	Virginia			
http://www.car-na.org/				
Phone: 877.861-6156	Washington			

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http://www.wpsana.org				
Phone: 800.777-1515	West Virginia			
http://gatewaytofreedomna.org				
rig/				
Phone: 800.766-4442	West Virginia			
http://www.mrscna.org/				
Phone: 800.240-0276	Wisconsin			
http://www.wisconsinna.org/				
Phone: 866.466-3673	Wyoming			
http://www.wyo-braskana.org				
/				

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BALTIMORE

12 STEP CALL LIST

Sheet No. 1 of 1

Date: 11/24/2015

PERFORMED BY:

Name	Number	Availability	Just Calls	Rides	Zip Code
MALE					
Larry A	410-402-4448				
Charles U	410-483-1512				
Ronald M	443-422-8842				
Reggie S	443-4534356				
Larry T	443-500-0786				
Weldon H	443-487-7797				
Thonas C	443-835-8592				
Alex E	443-469-4159	evening after 5pm			
Jetun b	410-960-8829				
WOMEN					
Yolanda J	443-708-8835				
Sharon L	410-961-0981				
Charvette B	443-929-0467				

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BAY AREA 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/18/2014

PERFORMED BY: Kelly M.

Name	Number	Availability	Just Calls	Rides	Zip Code
MEN					
Steve M.	410-241-7001	Anytime	X		
Richard T.	440-296-6643	Anytime	X		
Jogo C.	443-850-4935	Anytime	X		
Phil D.	4102073329	Anytime	X		
John R.	410-412-6876	Anytime	X		
Brian W.	443-904-9091	Anytime	X		
Wayne D.	410-991-1125	Anytime	X		
Skip F.	443-618-3091	Anytime	X		
Mike A.	443-790-8366	Anytime	X		
Melvin C.	443-995-0069	M-F after 7pm, anytime weekend	X		
John C.	443-867-0990	5pm-8pm every day	X		
Doug D.	443-624-3714	weekdays 2-8	X		
Bryan H.	443-417-7576	Thurs-Sun 11pm-8am	X		
Bill S.	443-838-1369	Weekdays after 5pm	X		
WOMEN					
Linda C.	443-386-3460	Anytime	X		
Mary T.	410-971-3916	Anytime	X		
Laura D.	443-618-0850	Anytime	X		
Beth B.	443-326-7217	every day 1pm-9pm	X		
Dianne F.	443-822-4077	every day until 10pm	X		
Terri L.	443-939-7202	M-F 5pm-11pm, anytime wknds	X		
Ann Marie C.	443-604-4556	Mon and Tues after 5	X		
Katie K.	443-910-8130	every day 6pm-8pm	X		
Shontel B.	410-412-4754	Mon, Tues, Thurs until 10pm	X		
Shelby T.	443-942-7137	Sun & Mon anytime	X		
Stephanie B.	443-333-3366	10pm-8am everyday	X		
Kelly M.	410-353-5493	weekends anytime	X		

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EAST OF THE BAY 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/14/2014

PERFORMED BY: BOB M

Name	Number	Availability	Just Calls	Rides	Zip Code
MALE					
SEAN B	410-725-9296	6PM-11PM	X	X	21619
ANDY M	443-467-8385	ANYTIME	X	X	21666
SKIP H	410-310-4064	8AM-5PM	X		21666
MIKE R	410-924-4513	ANYTIME	X		21601
WOMEN					
KELLY F	410-708-6577	EVENINGS	X	X	21620

[Type text]

DELMARVA AREA 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 5/21/2015

PERFORMED BY: Heather R.

Name	Number	Availability	Just Calls	Rides	Zip Code
MALE					
Randy R.	302-344-7959	Evenings	x	x	19966
Bruce S.	302-653-7536	Any	x	x	19977
Mike D.	302-382-1177	Evenings	x		19950
Brian A.	302-604-3411	Day	x		19958
Anthony L.	302-362-0623	Evenings	x	x	19963
Josh H.	302-382-8844	Evenings	x		19904
Darryl C.	302-344-0529	Evenings	x	x	19968
Ernie M.	302-344-2343	Any	x		19966
Chris N.	302-344-0529	Evenings	x	x	19904
Terry S.	302-236-3943	Evenings	x	x	19963
Angel R.	302-249-5719	Evenings	x		19960
WOMEN					
Mirina D.	302-381-2884	Evenings	x		19950
Val R.	215-776-9616	Days	x		19973
Jenny B.	302-682-1739		x	x	19958
Laurie M.	443-540-9287	Any	x		19966
Heather R.	302-864-4382	Evenings	x	x	19966
Jen D.	302-858-1456	Evenings	x		19956
LouJean T.	443-735-9237	Evenings	x	x	19958
Linda D.	302-249-2727	Any	x	x	19947
Jill W.	302-500-1763	Days	x	x	19958
Christina M.	443-603-3536	Evenings	x		19947

_ 12 STEP CALL LIST

Sheet No. 1 of

1

Area_NEFA_____

Date: 8/1/2018

PERFORMED BY: _____Joe L_____

Name	phone number	Time available	service available		zipppcode
			talk	Ride	
<u>Men</u>					
Paul D	4435648086	MonWedSatSunAnytime	X		21222
Marc A	4104469470	Evening	X		21219
Leon	4433061867	Anytime	X		21222
Bob M	4436874121	Anytime	X		21224
Wayne R	4434138156	Anytime	X		21224
Mike S	4102999586	Anytime	X		21222
Trapper	4434674826	MonFriSatAfter 8	X	X	21222
Brain F	4438444011	Anytime	X		21219
Joe A	4109268286	Evenings	X		21219
Leland M	4437973195	M-F 12-1pm,SatSunAnytime	X		21093
Bob W	4434536919	Anytime	X		21222
Jamie C	4107360440	Anytime	X		21237
Justin G	4436238055	Anytime	X		21031
Richard F	4436238055	8am-9pm	X		
<u>Women</u>					
Stacey H	4104094837	9a-9p	X		
Wendy D	410570-1734	SunMonWed	X	X	21222
Dee B	4432711428	Tues&ThursAnytime	X		21222
Jeen B	4435319096	MonAnytimeWeekends 12p	X		21222
Linda S	4434148651	Anytime	X		21222
Tracy O	4104994265	Anytime	X		21222
Nikki D	4434973403	Mon-Fri Anytime	X		21222
Angie	4436292018	Anuday After 5pm	X		21222
Chris	4434490802	Mon&Sat 9a-9p	X		21222

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NORTHWEST 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/14/2014

PERFORMED BY: BOB M

Name	Number	Availability	Just Calls	Rides	Zip Code
MALE					
JEFF M	443-271-0825	EVENINGS	X		21209
JAMIE C	410-736-0440	ANYTIME	X		21237
WOMEN					
JANICE	443-610-7373	ANYTIME	X		21208
JACKIE B	443-536-6377	AFTER 5PM	X		21784

12 STEP CALL LIST

Sheet No. 1 of

1

Area OceanGateway

Date: 10/22/2018

PERFORMED BY: Susan F.

Name	phone number	Time available	service available		zipppcode
			talk	Ride	
<u>Men</u>					
CLARK B	443-859-7858	8AM-11PM	X		SALISBURY
MIKE M.	443-235-7643	BEFORE 8PM	X		SALISBURY
GENE	443-366-8020	ANYTIME	X	X	SALISBURY
KENNY J	443-273-6596	DAYTIME 10AM-4PM	X		21801
<u>Women</u>					
LENNELL W.	443-944-3644	ANYTIME	X		SALISBURY
AMBER H.	301-247-8678	ANYTIME	X	X	21801
MELVA S	443-978-8481	DAYTIME 1PM-4PM	X	X	21801
MELISSA R	443-221-9261	EVENINGS AFTER 6PM	X		21804
DANA P	410-251-8927	ANYTIME	X	X	21801
SUSAN F	410-845-9573	ANYTIME	X	X	21804

Susquehanna Area 12 Step Call List

Sheet No. 1 of 1			Date: 9/21/14		
Performed by: Walt R.			Department: Phone Chair Person		
<u>Name</u>	<u>Number</u>	<u>Availability</u>	<u>Just Calls</u>	<u>Rides</u>	<u>Zip Code</u>
Males					
Adam H.	443-528-9221	24/7	XX		21009
Billy T.	302-275-2070	24/7	XX		21901
Bret	410-960-9389	24/7	XX		
Bud P.	410-322-7607	24/7	XX		21078
Chris	443-686-6573	24/7	XX		
Dan P.	443-417-4948	24/7	XX		
Dave W.	717-424-5756	24/7	XX		
Jamie B.	240-446-4602	24/7	XX		
Jarret	443-903-0463	24/7	XX		
Kevin F.	443-903-0463	No Sundays	XX		21921
Pete B.	410-688-5352	24/7	XX		
Ricky	443-967-3710	24/7	XX		
Sam D.	443-252-7641	24/7	XX		
Walt R.	443-866-1907	24/7	XX		21001
Females					
Dabora	410-652-7593	24/7	XX		
Dawn H.	443-371-5631	24/7	XX		21001
Dee W.	443-252-4977	24/7	XX		21903
Jenn T.	443-309-6457	24/7	XX		21901
Layla	302-932-4779	24/7	XX		
Lisa	302-304-0840	24/7	XX		
Mandy T.	443-752-2665	24/7	XX		
Melissa S.	443-823-9433	24/7	XX		21156
Nicola	443-206-6268	24/7	XX		21901
Robyn	443-945-4961	24/7	XX		
Rose B.	443-350-4784	24/7	XX		

[Type text]

SMALL WONDER 12 STEP CALL LIST

Sheet No. 1 of 1

Date: 9/20/2014

PERFORMED BY: WALT R

[illegible]

12 STEP CALL LIST

Sheet No. 1 of 1

AREA: Westside

Date: 1/28/2019

PERFORMED BY:

[illegible]

[Type text]

Check list

_____ Have the volunteer add hotline number to their phone 800-317-3222 label hotline.

_____ Tell the volunteers that this is number that they will see when receiving call.

_____ Check the shifts and days of the volunteer (try to get 3 time slots)...

_____ Get the volunteer email address.

_____ Add volunteer to trainer's phone.

_____ Give them up dated volunteer booklet and up to date schedule.

_____ Meeting search

_____ 12 step procedure

_____ Other numbers.

_____ Referral's

_____ Special calls

_____	_____	_____
Name	phone #	Email
_____	_____	
Trainer	Date	



Free State Region Hotline

800-317-3222

Training Booklet

Training

The trainer should interview the perspective volunteer to see if they are fit for the phoneline.

- Have the volunteer add hotline number to their phone 800-317-3222 label hotline.
- Tell the volunteers that this is number that they will see when receiving call.
- Check the shifts and days of the volunteer (try to get 3 time slots).
- Get the volunteer email address.
- Add volunteer to trainer's phone.
- Give them up dated volunteer booklet and up to date schedule.

Begin Training

- Go over volunteers objective (page 3)
- Go over page (page 2)
- Make it clear that the time slot that they placed on, that they need answer all calls and never send it to voicemail.
- If for any reason that they cannot do there shift they must contact you 24 hrs. in advance(add you must contact me or vice chair at

Meeting look up

- Use updated schedule
- Web search use Na.org. or Free State .org
- Meeting outside freestate area refer to state hotlines

12 Step

- Review the 12 step policy that the number on these list are not to be share, that the volunteer must get the name, number zip code of the person in need ,let that person know that they will contact by someone and that will call them A.S.A.P directly back.
- The and the operator should check back with the person in need after their shift volunteer letting them know volunteer should remind the 12 step volunteer that they should not meet that person alone.(if for any reason that come upon a person that do not want to be on the 12 step list please let your area chair know to update 12 step list)

Other Number

- These numbers are to be used in event that someone needs help outside the services of the hotline.
- Group info refer to service center.
- Family member need assistance refer to nar-non

Referral information

- The National Treatment referral line **1-800-662-HELP (4357)**
- We do not indorse any detoxes or treatment places.

SPECIAL CALLS

- Review over page 4&5

Recap all info. And tell them you call them next soon.

Check list

____ Have the volunteer add hotline number to their phone 800-317-3222 label hotline.

____ Tell the volunteers that this is number that they will see when receiving call.

____ Check the shifts and days of the volunteer (try to get 3 time slots)...

____ Get the volunteer email address.

____ Add volunteer to trainer's phone.

____ Give them up dated volunteer booklet and up to date schedule.

____ Meeting search

____ 12 step procedure

____ Other numbers.

____ Referral's

____ Special calls

_____	_____	_____
Name	phone #	Email
_____	_____	
Trainer	Date	

Submitted 2015

Shift Volunteers Responsibilities

- Shift volunteers must notify the area chair or the regional chair if they are going to miss the shift or a change in their phone number 24hrs in advance or more.
- Shift volunteers who miss more than 40% of the calls in two shifts in a month period will be removed from the phone line volunteer position.
- Shift volunteers that are on a shift must be available at the time of their shift.
- Do not send the caller to voice mail this will avoid the secondary volunteers of answering the call.
- If you are looking up meeting or referring a web site, use the Free State web site www.fsna.org

Referral information

When a caller requests referral information:

Explain that NA. Is not affiliated with any treatment center /detox/recovery house/rehab etc.

Then take the following steps:

1. Assist the call with locating a meeting nearby.
2. Suggest that the caller speak with other addicts at the meeting if looking for suggestions as to where to seek treatment.

The National Treatment referral line **1-800-662-HELP (4357)**

3. Strongly urge the caller to attend an NA meeting immediately upon release from whatever facility she/he may choose.

Handling calls out of the Free State area

1. Try to help the caller.(if you have computer look up meeting for the caller)
2. Give the caller the number for hotline in their area.
3. caller in any whey possible (remember that help the still suffering addict is are primary purpose)

GENERAL VOLUNTEER INFORMATION

Phone Line Volunteers

A phone line volunteer is an NA member whose primary objective is to direct the Potential newcomer to an NA meeting or direct questions about the fellowship to The appropriate subcommittee.

The first NA member the caller will come in contact with is usually the phone line Volunteer. The response and attitude of a volunteer can have a lasting impression On the caller. This is a service position of great responsibility.

Experience has shown that the most successful phone line volunteers possess Certain assets which are beneficial in the accomplishment of their responsibilities. These qualifications include:

- A minimum of 6 months clean-time (however, this may vary from place to Place)
- Appropriate training (e.g., group orientation session, personal orientation, Etc.)
- A knowledge of the Twelve Steps and Twelve Traditions of Narcotics Anonymous (e.g., the only requirement..., our primary purpose..., never Endorse related facilities..., non-professional..., no opinion on outside Issues..., attraction rather than promotion..., anonymity..., etc.)
- The willingness to serve

The willingness to give of personal time

Phone Line volunteers may receive calls from NA members, potential newcomers, Family and friends of addicts, and other people interested in NA, (including Professionals, students, and members of the media).

Upon receiving a call, the first thing to determine is whether the caller is an addict Seeking help. Calls from potential newcomers are, of course, the most important Calls received by a phone line volunteer. The volunteer provides a brief Introduction of the NA program and explains, in general what the caller can Expect at a meeting.

If the caller would like to talk to someone at length, he/she will be informed that Another NA member (Twelfth Step volunteer) can be contacted. The phone line Volunteer explains in general to the caller that all information is confidential, but Some information is needed in order to help him/her (refer to Addendum I ... A Guide to Phone line Service).

The phone line volunteer also makes a note of any other pertinent information Received from the caller in as short a time as possible. After hanging up, the Volunteer should refer to the Twelfth Step list and call a Twelfth Step volunteer of The same general and geographical area as the caller. The information gathered Should be relayed directly to the Twelfth-Step volunteer as soon as possible.

A phone line volunteer will need to use good judgment regarding these calls.

Never give out the name, address, or telephone number of any member of the NA Fellowship. Do not use last names, places of employment, etc.

NOTE: the phone line volunteer must be told if the Twelfth-Step volunteer is Unable to return the call immediately. The addict seeking help is expecting a Return call.

The phone line volunteer must then call someone else to follow

Upon the call. If an area or region is using phone line and Twelfth-Step Volunteers interchangeably, the phone line volunteer may be the person Responsible for talking at length with the caller.

Calls from NA members are usually simple requests for meeting information. These should be answered quickly. Most members readily understand the need to keep the phone line open for other callers.

Calls from non-NA members, such as students, professionals, or community members are usually requests for general information about NA. These also should be handled quickly. The caller can be advised that an informational packet is available. Then, the volunteer takes the name and address of the caller and refers this information to the appropriate committee (refer to Addendum C ... A Guide to Phone Line Service). Interested non-addicts can also be referred to open meetings. -

If you are a volunteer, give caller requesting presentations, special meetings, literature, activities, etc., a brief description of NA, explaining that these requests will be referred to the NA member designated to handle such calls. Never make these types of commitments on your own. The phone line volunteer takes the name, number, etc., of the caller, completes the Referral Form and passes it along accordingly.

SPECIAL CALLS

How to Handle Special Calls

The NA Phone Line is strictly for dispensing information about the NA fellowship, meetings and recovery. The volunteer must always remember that he or she is only a recovering addict sharing his experience, strength and hope. The volunteer is not a professional crisis counselor, doctor or psychologist, etc., and does not have the right to give professional advice. Calls which, in the volunteers opinion, are beyond the boundaries of Narcotics Anonymous should be quickly and politely diverted to the appropriate services available.

Suicide Calls

One of the most difficult situations is a call from someone who says they plan to kill them and sounds like they mean it. This can often bring a feeling of helplessness. First, say a quick prayer to yourself, ask for guidance and remember, if they have chosen to call NA they want to hear our solution. Most people who talk about suicide are not going to carry out the act immediately. There is time to talk and begin working on a solution. Don't be afraid to use the 12 Step List if appropriate.

Psychologists report that the most obvious signs that the situation may be more immediate are (a) if the caller has a specific suicide plan to carry out, and (b) if he has planned means readily available. You might ask them if they would be willing

To talk to someone at the National Suicide Hotline number 1-800-273-8255 (or See other helpful numbers page).

Whatever happens, you've done the best you can do. The person most intent on Committing suicide probably decided his situation was hopeless long before Making the call. Share your experience with another person

12 STEP CALL LIST

Sheet No. 1 of 1

Area

Date:

PERFORMED BY: _____

[illegible]

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AREA	Shifts Nov	Shifts Dec	Shifts Jan	Shifts Feb	Shifts Mar
BALT	9	10	11	11	9
BAY	17	21	19	19	16
DEL	4	6	6	6	7
EOB	2	3	3	3	4
NEFA	29	30	31	31	33
NW	3	3	3	3	4
OG	13	12	10	10	10
SUSQ	5	6	6	6	5
SW	2	2	2	2	4
WS	8	9	10	10	12
OPEN			2	10	7
	92	102	103	111	111

Chairs in Attendance

4/11/20

_____ BALT
_____ BAY
_____ DEL
_____ EOB
_____ NEFA
_____ NW
_____ OG
_____ SUSQ
_____ SW
_____ WS