

AA HOTLINE AND HOW TO BE OF SERVICE

Why the change? Answering service reps have found there can be a significant wait time between when someone calls for assistance to when a member of AA is actually able to take the call using the current third-party service. We feel this is a failed opportunity to catch someone's window of willingness when they potentially must wait on hold for a long period of time or even wait for a call back.

How it works... A "Cloud Phone" with the capability to maintain the current Hotline phone number will be set up, with 12-15 volunteers in rotation at a time, to answer their phones. The YAI Answering Service committee will facilitate obtaining and maintaining a volunteer list and rotate based on number of volunteers available. When someone calls the answering service all the volunteers' phones will ring at the same time giving ample opportunity for the person calling to directly reach a member of AA. It is important to note that anyone calling the hotline will not see the individual volunteer's phone numbers when they call, only the hotline number linked to the Cloud Phone service. It is YAI's hope that this change will enable us to better serve the York AA groups in making AA available in our community.

Ways to be of Service... A signup sheet with various ways to be of service has been provided to your YAI rep. It is your rep's responsibility to maintain a current list of volunteers at your homegroup and email to the YAI answering service email (yai-answers@york-pa-aa.org). Below are general explanations of ways your homegroup members can be of service.

1. Direct answering service responder: signing up to be a "direct answering service responder" means you are willing to be on the rotation of 15 members of AA whose phones will ring when someone calls the hotline. Ideally, this list will have members with varying schedules since everyone's phones will ring at the same time at any time day or night. It will then be your responsibility to facilitate help for the caller utilizing volunteer lists for 12th step work, transportation, etc.
2. Respond to 12th Step calls: signing up for 12th step calls means you will be contacted by an AA member from the "direct answering service responder list" who will provide you with the information to call the person needing the assistance. As always it is recommended that if you are not comfortable responding to the call to ask another for assistance and to never respond to a 12th step call alone.
3. Transportation to meetings: Signing up to volunteer for transportation means you are willing to be contacted by someone from the "direct answering service responder list" who will provide you with the information to call the person needing the assistance for you to contact them.