

NCMCO Office Manager's Report – July 13, 2017

All in all I think things are going well here at Central Office. We got one response about 12-Step Call Volunteer Coordinator position and I hope she is here tonight to introduce herself. Helen has been doing a terrific job working on updating the volunteer list and while I know it remains an ongoing process, it will be good to have it somewhat completed so that we can get a new list to the answering service and after-hours hotline volunteers.

As requested at the Board meeting last month I asked Jim, the director of Answering Services, whether it would save time & money if the staff who answer calls for us would take the caller's name and phone number, telling them they would receive a call back from a volunteer and then disconnecting while making calls to volunteers in an attempt to get someone to call the person back – rather than keeping the caller on the line and then patching the call through to a volunteer once one is found. I said that I gather it is standard practice with other offices to keep callers on hold and patch them through but didn't know if it would make any difference if we did not have them do that – unless of course the caller was in distress and then it would be better to keep them on hold and patch the call through to a volunteer. I acknowledged that it has often taken quite a while to connect to a volunteer, requiring multiple calls in order to get someone to answer and told him we are still working to update the volunteer list which hopefully will help this situation.

Jim replied by saying they now are patching many calls, but if they don't reach someone quickly, they take the caller's name and number and call them back when someone is reached. Most calls are the latter. If a caller needs someone ASAP they keep trying and reassure between attempts. Many callers only need someone to listen. Their staff is good at that, since they have so much experience answering calls for psychiatrists and psychologists. During their peak times it is harder. Most calls they handle for us are about getting meeting location information. That is usually quicker.

I still have not gotten the "A.A. Meeting in a Pocket" booklets back from Systel. I emailed the rep a couple of weeks ago and he again apologized and said he would get it done for us but I am starting to doubt that it will happen. So I have started printing the pages on our printer, cutting and folding and stapling the booklets myself, doing them in small batches. I have already sent out orders of 25 and 30 to two different groups and have an order for another 30 for the end of the month when I have a better idea how many I can print and stay within our monthly copy allotment to prevent overage charges – though the overage cost plus cost of paper would be well below the \$0.15/booklet that I have set as a price to start. So far the booklets seem well received and I may have a blurb about them in the *Mountain Doin's* next month.

Respectfully submitted, with ongoing gratitude to all the Board members, volunteers, CORs, A.A. members and Groups for your help and support,

Pam C.
NCMCO Office Manager