



## NEFA PHONELINE MONTHLY REPORT

December 26, 2017

*Greeting North East Freedom Area Narcotics Anonymous,*

**I attended the regional service meeting held December 9<sup>th</sup> and met with the regional phonenumber chair and 4 other area phonenumber chairs.**

**The regional phonenumber received 229 calls in November, of those calls 135 were not answered. Of the remaining 94 calls, 32 went to a voice mail. What that really means is that only 62 of the 229 callers actually reached a person when they called for help.**

**The regional chair is taking this seriously and has been removing people from their shifts if they are not answering calls, 2 of those were from NEFA. The answering structure will also change to a rotating format as to give calls to more than just one person on a given shift.**

**NEFA has filled 2 of those open shifts (Chris and Katie) and I have continued to seek more volunteers. The training only takes about 10 minutes and I can meet with interested people in order to train them.**

**The current open shifts are**

**Monday 1p.m.-5p.m.**

**Monday 11p.m.-7:30a.m.**

**Wednesday 7:30a.m. -1p.m.**

**Thursday 7:30a.m. - 1p.m.**

**Thursday 5p.m.- 8p.m.**

**Saturday 7:30a.m.- 1p.m.**

**Saturday 1p.m. – 5p.m.**

**Sunday 5p.m.-8p.m.**

**All shifts on Wednesday, Thursday and Saturday need volunteers**

**The committee meets at 6:30 PM- 1ST Monday of the month @ Graceland United Methodist Church 6714 Youngstown Rd, 21222**

**Thank you for the opportunity to serve to Narcotics Anonymous**

**Joe L.**

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