



NEFA PHONELINE MONTHLY REPORT

February 28, 2018

Greeting North East Freedom Area Narcotics Anonymous,

The regional phonenumber received 309 calls in January 74% of those calls were answered, which left 64 not answered and 17 voicemails. Although we have increased our percentage of missed calls from December, we are still striving for 100%.

The phonenumber has a total of 95 shifts of which only 5 are currently open. NEFA fills the most in the region at 24 shifts, more than double any other area in the region.

I attended the regional phone line committee meeting at the service center with the regional phonenumber chair and 2 other area phonenumber chairs.

In February NEFA filled 4 of the open shifts, thank you Brenda, Lyndsay, Justin and Kim.

The training only takes about 10 minutes and I can meet with interested people in order to train them. Clean time requirement is 6 months.

The current open shifts are

Tuesday 5-8p.m.

Tuesday 11p.m.-7:30a.m.

Wednesday 1-5p.m.

Wednesday 11p.m.-7:30a.m.

Sunday 11p.m. -7:30a.m.

The committee NOW meets at 6:30 PM- 2nd Monday of the month @ Graceland United Methodist Church 6714 Youngstown Rd, 21222

Thank you for the opportunity to serve to Narcotics Anonymous

Joe L.

443.621.0470

Joe.letke@verizon.net