

Hotline Committee Report – November 28, 2018

Committee Members: Paul S, Gary M, Chuck R, Ron B, Jim G, Jo K

Agenda

1. Test of hotline numbers – Chuck
 - a. Did not hear back from everyone
 - b. All numbers were functioning, a few did not return a call after leaving a message
 - i. Jo K did not hear back from Tucson and the Spanish number in AZ
 - ii. Mobile AL – no local meetings, the volunteers meet within 24 hours
 - iii. Youngstown OH – the call was dropped twice
 - iv. Kauai HI – no meetings on the Big Island or Kauai, did speak to a volunteer who now lives in WA when we called the HI number
 - c. We will follow up on the ones that did not call back
 - d. Jo K there is a number in phone directory that is listed as GA in the St. Louis area and is not related to GA – Jo K will forward to ISO
 - e. Paul will reach out to Kent C and verify the Oklahoma hotline is still active. Call volume has dropped off recently.
2. Hotline metrics – Paul
 - a. Paul and Ron B will meet 12/4/18 at 9pm, Gary will let Lori know of the date
3. Volunteer for taking calls - Paul
 - a. Paul will reach out to Chuck B, and others to verify they are still willing to take calls.
4. Any other topics
 - a. Ron B – Hotline 14 of 39 responded, 7 have new coordinators.
 - i. Ron will draft an agenda item to discuss the need for area coordinators
 - ii. Ron will send a list of areas that did not respond
 - b. Paul will draft coordinator roles and responsibilities for the next meeting
5. Next meeting will be 12/26/2016 at 9pm