

Hotline Implementation Committee Fall 2026 BOT Meeting Report – Chicago, IL

Since the Spring 2026 BOT Meeting in Houston, TX the committee has held two (2) quarterly meetings – June 9, 2026 and September 8, 2026. Highlights from those meetings are as follows:

- One area has migrated to the National Hotline since the last BOT Meeting.
Area 6C North and South Carolina. For the last 2 months they are averaging 40 calls per month.
- We continue to reach out to areas that have not made a commitment to migrate to National. Working with Toronto area to come aboard. Their only objection is they use Ring Central for on-line meetings. We're suggesting Zoom as an alternative.
- Gam-Anon Hotline is now active. We can refer family members who call the GA Hotline to their hotline at (844) 475-4213.
- From April 1st to the end of August, the hotline averaged 57.7% calls answered. Researching why calls are going unanswered. Call volume picked up from 12K to 17K per month.
- Several committee members expressed concern about the alarming number of calls from very young gamblers. Members would like to work with other committees to develop strategies for addressing this problem.
- Scott S. and Andy G. who are members of the Hotline Implementation Committee have been elected as trustees for their area.
- Next scheduled Hotline Implementation Committee meeting is December 8, 2026 at 8:30 pm est.

