

Hi I am Leslie a grateful member of Al-anon and Alateen and your Phone Service Coordinator. We had five volunteers answering calls for the first few months for now we have three and it seems to be working fine. I have been picking up a call every now and then if I feel no one else is available.

In a three-month period (July, August, Sept.) we took 108 calls with 19 unanswered. The calls were from two minutes with one for twenty minutes and an average of five minutes. I returned 6 voicemail calls. In July we paid \$24.00, August \$17.60, Sept. \$26.24 for the Lingo google service.

In talking with our volunteers' inquiries about the schedule seems to be at the top of the list, but also explaining the Al-anon program and how it works. Sometimes just listening is what is needed.

Thank you to the wonderful volunteers who do service and answer the callers' questions and give back to this wonderful program.

Thank you all for your service!! Phone Service Coordinator Leslie S.