

**Northern Illinois Area 20  
District 41 Answering Service  
Report for December, 2010**

I'm still not allowed out of the house. That's OK. I don't want to leave the house in the weather - and I couldn't get far if I tried. Recovery is a long S!L!O!W! process, unfortunately.

The word went out in November when we looked like we were headed for a financial shortfall. (It was only \$82 in the hole - the word had started to spread.) Thanks to Wally and several other people, we collected over \$1,000 for December. (It is things like this that keep many of us going!) Enough that I paid off the loan I made to the Answering Service back in February, so we could pay our bills at the beginning of the month.

Jamie C. has volunteered to coordinate (read recruit) the Office Staff. About the time all positions are filled, someone has a new school trimester and someone else finds a job - all good things, but more work for the poor scheduler. Jamie is doing a marvelous job. Please keep her happy!

I haven't created any statistics lately, since I haven't been in the office since July. So I asked Ken B. to count the calls, and he reported thusly: On October 18<sup>th</sup>, the last day of our first year in operation, we processed 511 calls, averaging a bit over 2 calls a day. This is computed from the log book. This does not count calls the volunteer forgot to log, or calls the computer farmed out to at-home volunteers. This is consistent with the statistics Wally calculated while checking the Tel\*Assist logs. So our volume hasn't changed.

Wally also computed our costs vs Tel\*Assist costs. He had to juggle 2008 and 2010, because our 2009 costs are wildly skewed with start-up expenses. He found we are running about 8.2% below the Tel\*Assist era. So we aren't saving the money I envisioned, but we ARE saving money. And the quality of service we provide the hopeless alkie who calls would make a higher cost worth while - in my opinion.

I want to thank all the people who make this a rewarding experience. From the Office Volunteers to those taking calls at home (during office hours and off-hours), to the callers who allow us to serve. One facet of AA that thrills me is the way people notice something needs doing and just do it. Without expectation of any rewards! Thank you all!

**Art C**  
**Northern Illinois Area (20)**  
**District 41 Answering Service Chair**