

Greetings Fellow Servants,

Performing 12th Step work is among the most important services we have the honor to perform as members of our beloved fellowship. Page 77 of Alcoholics Anonymous reminds us "Our real purpose is to fit ourselves to be of maximum service to God and the people about us".

A fundamental element of that service is to make ourselves available to answer phone calls from suffering alcoholics. This is considered so important that it is mandated by our By-Laws. Years ago, before Caller ID, number blocking, SPAM and robocalls, this was a simpler prospect. When we received a call, we typically answered it. If we didn't want to talk to them, we politely or perhaps not so politely, ended the call.

The SMIA does not have the resources or facilities necessary to staff an in-house call center. A hybrid attempt was made along those lines years ago, and it failed miserably. Therefore, we must outsource this activity to companies that specialize in call center operations. Our current provider, Ansaphone, takes our calls and directs them to volunteers who have put their phone numbers on our 12 Step Call List. We provide them with the list, based on people who filled out the paper forms, or used the on-line form. Generally, they will attempt to connect the caller with people in the same county. Also, they will attempt to match the caller with someone of the same sex if the caller makes that preference known. Additionally, if the volunteer specified days and times they were available to answer calls, Ansaphone will honor those preferences.

Unfortunately, none of this works if folks will not answer the calls. So if you have volunteered to take 12 Step calls and you see a call coming from Ansaphone or from (352) 368-6500 (Ocala, FL) that is very likely a 12 Step call.

If you would like to be added to the 12 Step Call list, please complete the form at this link:

<https://somidintergroup.org/phonelist.html>

If you believe that you are on the 12 Step Call list and you would like to be removed, complete the form at this link.

<https://somidintergroup.org/phonelist.html#remove>

Best Regards



Bill L. Leftwich
Chairman and Webmaster
Southern Maryland Intergroup Association