

Trustee Line – Current Issue

January 2022

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Thoughts From The Trustees – Current and Past

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The subjects listed below are themes that have been submitted by other Trustees. You may respond to any of them, or start an entirely new subject

Submit an item to the Trustee Line

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Should the link above not work, copy and paste this email address into a blank email:
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Subjects that receive submissions from at least 13 different people, will trigger an email blast to all the current and past Trustees, signifying a ‘Hot Topic Alert’ on the Trustee Line.

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1. Hotline advice

December 8, 2021 – 4:30pm

I'm looking for advice: I'm the administrator for our (Delaware Valley, Pa.) hotline. I currently have 18 volunteers, with 2 serving 24 x 7, and the rest covering hours and days of their choice. On average, our answer rate is dismal: about 50% missed. With our setup with Ring Central, the computer calls the next-up member; if he doesn't answer after 3 rings, it calls the next one, then the next. If none of the three answer, the caller gets the message to leave a voicemail and, if they do, I call them back.

Anyone got a better system? Someone suggested I change the calling system to ring all volunteers at once, rather than one at a time, no matter when the call comes in. Also, I sent an email to 160 members in our 40 rooms asking for more volunteers; I got 2 responses.

I'm definitely open for suggestions.

Thanks for your attention.

Your friend in recovery,

John B. – Trustee – Area 13 – Pennsylvania

January 5, 2022 – 6:18pm

John,

This may come off in the different direction you were searching. However, your issue is more common than you may think. It may not be as severe as your area. The solution would be the same for all, as I did a long time ago.

We are dealing with people's lives and should not be taken lightheartedly. But, unfortunately, the people on your list do not face that fact or have forgotten it.

My experience would be to clear the house of all volunteers that do not do what they have committed. I have done this with an email blast out to every volunteer and state that you are cleaning the house and start over with just the members that are willing to commit Not to you, the hotline, or your area, but to the members that are still out there and need our strength, experience, and hope.

Use this same strong message looking for new volunteers.

This issue has been going on for a very long time, Getting to a less than 50% connection. Deadwood is not acceptable when it comes to someone's life.

Suppose any volunteer does not understand that there may be a caller on that edge of suicide that could have been prevented by just picking up the phone. My experience had many callers that were there. I picked up the caller and got them to relax and bring to a meeting.

With that stated, I am not one to pass on a number for Suicide Prevention as soon as I hear them speak about it. After all, how many times have you heard a new member or in for a while answer YES to question 20?

Hopefully, my sharing has helped.

My prayers are with you and your efforts.

Gary S. – Past Trustee – Area 12 – New Jersey

January 29, 2022 – 10:55am

You can set up and email or text to the volunteer so they can expeditiously return any calls missed. As an aside I have a email come directly to myself as well.

I set up the hotline with 4 rings before moving to voicemail.

Keep going strong.

Joe B. – Trustee – Area 15 – New York City

January 12, 2022 – 1:18pm

At the trustee meeting in Orlando, several of us formed a new Virtual Meeting Committee for the purpose of supporting the fellowship as needed in all areas of virtual meetings. One of the issues we are working on is facilitating potential future virtual BOT meetings.

We intend to offer several agenda items at the next (likely in-person) BOT meeting towards that end. We will also be submitting our Mission Statement for approval there as well.

If you have any thoughts on this topic or anything related to virtual meetings, please feel free to post here or submit privately to my e-mail which can be found in the BOT directory.

Gratefully in Service,

Chris N. – Trustee – Area 2 – California

January 12, 2022 – 8:26pm

What is this committee? Is this the same as the Video Conference Meeting Committee? Why was the name changed? Was this voted on or discussed by the body? I started seeing this name pop up on emails and I was genuinely confused as I never heard of such a committee.

Chris N says this is a new committee, not the same as the other one? In that case, I am a little confused, as I don't recall any committee being formed during the meeting, and I also could not find anything in the minutes about this formation. I know there is a Video Conference Meetings Committee, but based on conversations with several members, this is different?

What was the process for how the committee was created? It looks like you were involved in the formation, so I am hoping you can clear it up for me. I know a committee from an intergroup in California was working on virtual meetings, but how was it grown? Was this discussed by the whole body? Was the committee announced via email or other way to call for volunteers to join?

I saw an email a couple weeks ago, and while it looked well intentioned, I did not respond because I was unaware anything like this existed.

Maybe I am just not remembering it, but if it was at the meeting, I thought it would have been in the minutes, and if it was missing, someone would have supplied the IES with a correction so that it would be included.

Hopefully I am just off my rocker on this. Thanks in advance for your help in understanding more clearly.

Mike R. – Trustee – Area 6A – North/Central Florida

January 14, 2022 – 7:14pm

This committee was formed after discussion in Orlando. As I stated I would from this committee if I became Chair in order to figure out the possibilities of holding a trustee meeting virtually, among other things. After election, I formed this committee. As per our rules, the mission statement will be discussed and voted on at the next BOT meeting.

Pete K. – Chair, Board of Trustees – Area 13B – South Jersey

January 15, 2022 – 10:16am

Pete,

Thank you for your quick reply, and I know you sent a similar reply to me in email on this. I appreciate your responsiveness to my questions and my comment here was based more around Chris' wording of his submission.

That being said, is there an eta on getting more information about the committee? Since you created the committee, as authorized by the rules and procedures, can you please tell us who the chair liaison is, who the chair of the committee, the members, is this an open committee, etc.?

I know the mission statement will need to be approved next meeting. All of these factors are part of the rules and procedures for a committee to have, but again, it was not in the minutes, so the body can't know that without an email/update of some sort.

Thanks,

Mike R. – Trustee – Area 6A – North/Central Florida

3. Local Intergroup Name Change

January 16, 2022 – 4:23pm

Dear BOT,

I'm writing over some concern I have with a recent name change Area 2 has made to it's Intergroup. A favorable vote at our last Intergroup meeting has effectively changed Area 2's name from "Area 2 Northern California Intergroup" to "Area 2 Norther California Service Board". It is Area 2's intention to update our bylaws with this change.

My question to the BOT is open ended. I'm looking for opinions on this change from my fellow trustees. Does this affect GA as a whole by differentiating Area 2? I'm also curious if other areas have veered away from the "Intergroup" verbiage.

I look forward to your response.

Jared H. – Trustee – Area 2 – California

January 17, 2022 – 9:31pm

This is an interesting topic. Service Board is not defined within our Guidance Code or By-Laws. In other applications a Service Board is related to a specific body that serves others.

The Board of Trustees is a service board. The Board of Regents, directors of the corporation of GA, are a service board. These are a collection of individuals specifically elected to serve GA in a defined capacity.

An Intergroup is NOT a service board. Our Guidance Code specifically defines what an Intergroup is.

Article X, Section 1 says: "An Intergroup is a group of local groups, which meet together to discuss mutual problems and work with one another for the common good of all."

Article X, Section 2 goes on to say: "All groups in a geographical area should belong to the Intergroup, but no group can be expelled from an Intergroup without approval of the Board of Trustees."

Article X, Section 3 continues: "Trusted servants to carry the workload of the Intergroup shall be elected in a manner selected by the groups comprising the Intergroup. However, it is suggested that the term of office be for the calendar year."

Based on this, the Intergroup Trusted Servants would be a service board of the Intergroup. The Intergroup, as a whole, consists of more than just the Service Board.

That all being said, there is nothing currently in our Guidelines or By-Laws that dictates what the name of an Intergroup is. I would think, as long as Area 2 Intergroup understands that it is an Intergroup, by all definitions of what an Intergroup is, then it can be named whatever it decides. If the intention is to no longer be considered an Intergroup, then the change would be out of order because in making the change, they would effectively be expelling all of the groups through dissolution, which would require the approval of the Board of Trustees, first.

Perhaps you can share the reasoning and thoughts behind the decision Area 2 made, as it could help shape this discussion.

Mike R. – Trustee – Area 6A – North/Central Florida