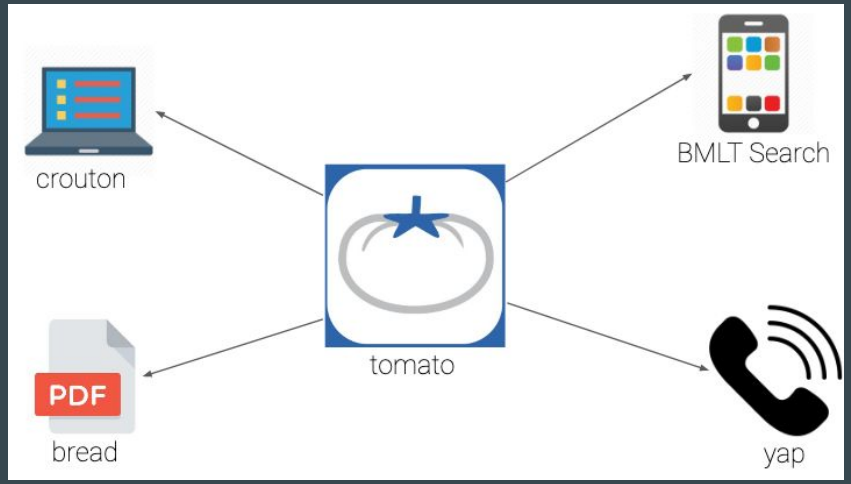
Nationwide Phoneline Study

Southern / Southeastern Zonal Forum Joint Meeting
January 26, 2020
Irving, Texas

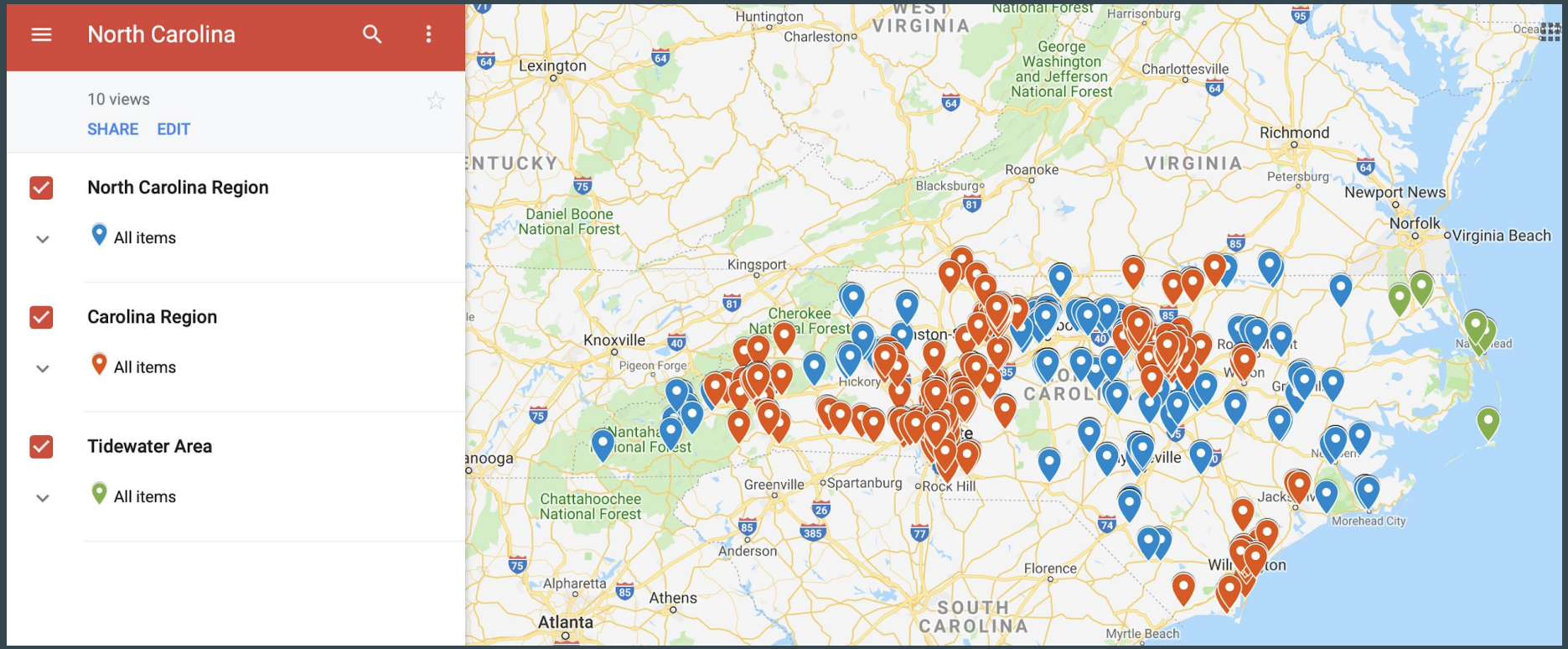
What is the Basic Meeting List Toolbox?

- Software for maintaining the most up-to-date meeting information
- Written by addicts, for addicts
- In use by more than 875 service bodies and 26,000 (37%) meetings worldwide. ~80% of the meetings in the US are using it.
- Applications platform: websites, mobile apps, printable lists, phone lines.

Tomato Aggregator



Case Study: North Carolina Region



Case Study: North Carolina Region

1. Our Services Structure in North Carolina, because of autonomy, follow spiritual boundaries.
2. Throughout the Service System in North Carolina, the delivery of services may not always cover the entire geopolitical boundaries.
3. Many of the Service Structure names in North Carolina make sense only to those familiar with our Service Structure.
4. External communications were sometimes fractured and it's not always obvious about which schedule or phone line to call to get help or information. (Either Addict-to-addict or Professional-to-PR).

Case Study: North Carolina Region

1. Uses a system called “Yap” that comes from the same approached that authored the BMLT.
2. A single statewide number went live in August 2018.
3. Routes to any location in North Carolina regardless of whether it’s covered or not.
4. Encapsulates the Service System by creating a translation layer of geopolitical location to Service Body.

sdle.org

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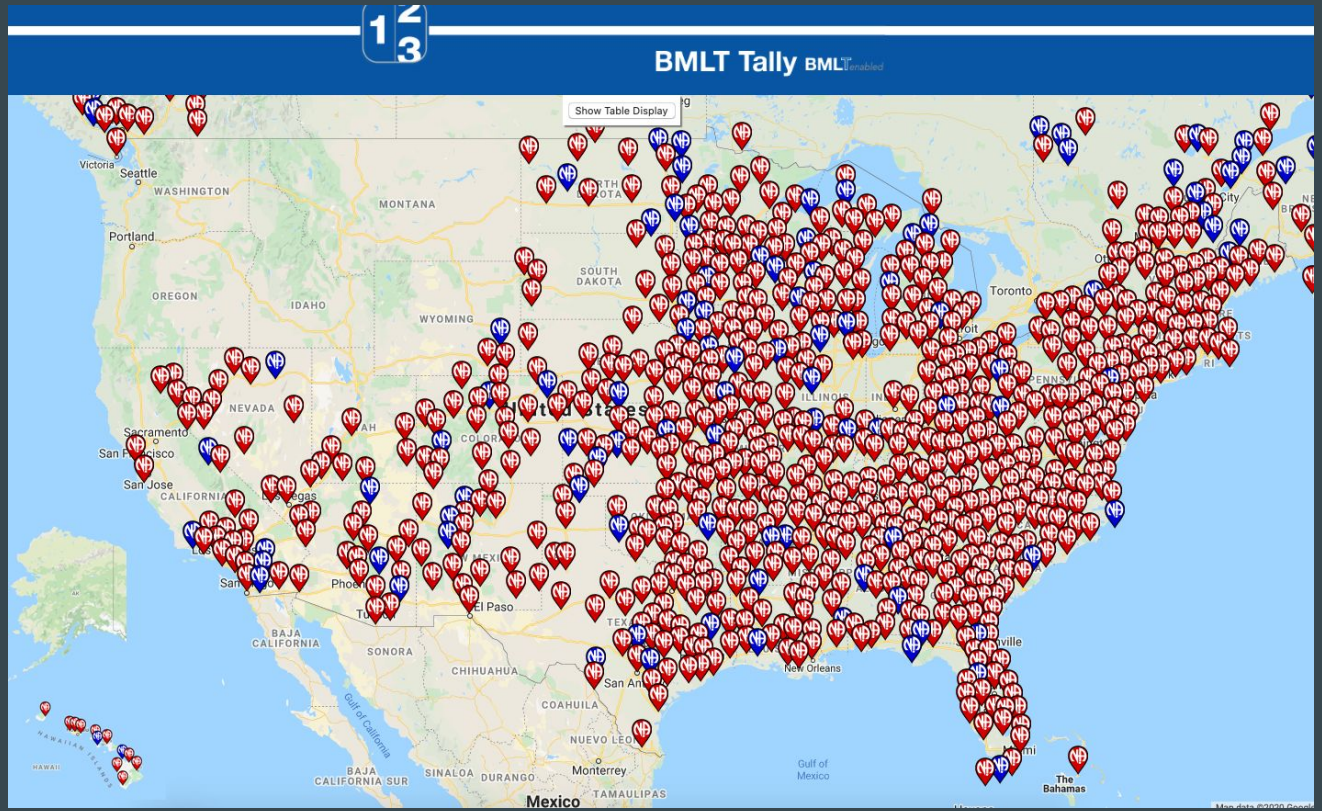

Nationwide Phoneline Study

1. United States has a similar issue to North Carolina regarding service body coverage.
2. 407 Phone Lines in the United States as of Nov 2018.
3. Estimated costs for all the phonelines in the US total is $250-300k / year.
4. No centralized database for phone numbers other than those listed on na.org and individual websites.

How could we proceed?

1. Accountability.
2. Funding.
3. Technical Team.
4. Other things?