

HELP LINE



...A WARM STORY OF SERVICE

Once upon a time...

OVER THE YEARS, ITALIAN REGION HAVE HAD ONLY A **PR** SERVICE PHONE LINE.

IT WAS THE **INFO-LINE**, RUNNING UP 8 TO 12 HS/DAY.

DATA IS AROUND 250 CALLS PER YEAR (LESS THAN 1 CALL PER DAY).

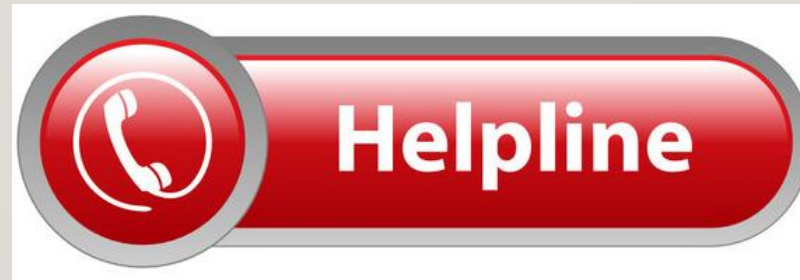


Once upon a time (2)...

IN 2019 WE MOVED TO THE **NEXT STEP**

PRIMARY PURPOSE SUGGESTION:

TAKING THE NECESSARY STEPS TO CREATE THE **HELP LINE** SERVICE.



STEP 1

- A **team** of 4 trusted servants from FD, started switching daily by the GSM operating system, to deviate calls;
- translating the **Handbook** from English
- translating the **guidelines** made up by the English region experience

GUIDELINES

STEP 2 (2020)



- Involving motivated **trusted servants**
- Creating the **Help Line** subcommittee and showing up to RSC to be trusted
- Keep involving other **servants** and developing the new **structure**:
 - 5 slots per day (7/7), i.e. 8-12, 12-16, 16-20, 20-24, 00-8 (night shift)
 - Using the GSM operating system
- First year result: 70 calls per month (> 800/year)

STEP 3 (2020/2021)

- 2020: service switched to **5-turns-per-day**
- **Calls could be lost** if servants were busy
- A **WhatsApp** service got started, and contacts increased by 40%. However, WhatsApp doesn't allow to send messages directly to a chat, then we started with a one-man-service.
- BUT, **newcomers** crowded the rooms, sat on the chairs and started counting their **clean-time**. This is the *thing's meaning*.



How about your experience with WhatsApp to serving NA?

STEP 4 (TODAY)

- We have been looking for a different **technology**, a software-based **approach**
- We're now managing an **on-line contact center**
 - Adopting an **in-cloud-product**
 - Increasing trusted servants number up to 14 (12 answering members)
 - Managing almost 110 calls/month on a 24/7 service by **servants' own mobile**. Anonymously
- All the **services are permanently attended**
- Beta-version of **WhatsApp**, 1 master + 4 servants on their mobile phone





Helpline



7 giorni su 7 / H24



06/84025043

Numero valido su tutto il territorio Nazionale



339 4116259

WHAT'S NEXT?

Twelve-step-improvements and integration with other service bodies

- Providing a **list of servants** from all the Areas taking prospects
 - either to their **first meeting** taking prospects
 - or meeting and **hugging them** on the group's door
- **Sharing Help-Line attitude** with other service bodies
 - providing specific numbers and connecting them to the HL service group
 - providing a **second-level service** to switch their lines on HL when they're off

We strive for an addict seeking recovery and calling NA never miss the opportunity to reach out to us.

How about your service experience with this subject?



SOME WARM OR STRONG EXPERIENCES

- Maurizio: when you hug in a meeting, in your home-group, someone who called your service just a few days before, when he/she was crying, desperately crying...
- Angelo: the would-be suicide, sharing his last letter to his sons, during a long night. A gloomy story...
- Sergio: the father asking how much *replacement drug* he should buy for his son

Just tell your stories

HELP LINE

NARCOTICI ANONIMI

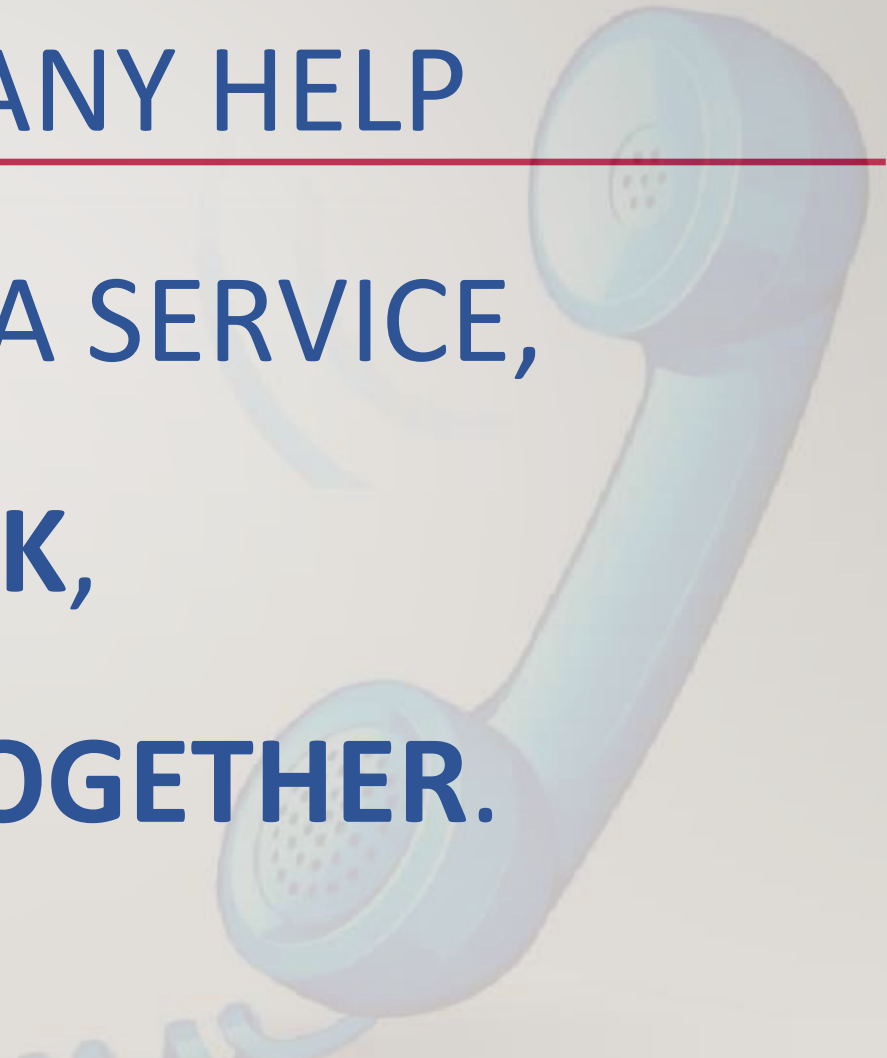
IF YOU WANT ANY HELP

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TO BUILD SUCH A SERVICE,

JUST ASK,

WE WILL TRY TOGETHER.



HELP LINE

NARCOTICI ANONIMI

NUMERO UNICO

WE APPRECIATED YOUR ATTENTION

06/84025043

MAIL: helpline@na-italia.org



Helpline



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