

Intergroup Ad Hawk Phone Chair Report

- As of Wed. April 15th all phones at Central office have been rolled over to Volunteer Cell Phones
- The system we are using is GrassHopper which works in conjunction with FTS Broadband our current phone provider
- FTS is \$419 per month and Grass hopper is an additional \$120 per month for a total of \$539 per month
- All day time shifts from 9AM-11PM are currently full
- We are asking 8-11pm shift holders if they can extend their shifts to 12. Not all have agreed yet but most have. I don't have that number.
- We have Created a new interactive manual for remote volunteers. Jeff made pages on our website only viewable by volunteers with helpful links to literature and information helpful to volunteers while on duty.
- We began to have Zoom training sessions on 4/27
- On may 1st we successfully moved to our 24 hour roll over schedule.
- A night shift is from 12AM-9AM either once or 2 times per month shifts are longer because of low call volume during those hours.
- As of May 4th 15 new overnight shift Volunteers have been trained
- We have roughly 25 overnight shifts filled with 5 available shifts available.
- We have 2 more Zoom orientations scheduled for this Monday 5/11 at 1pm and 7pm