FRSC PHONELINE SUBCOMMITTEE POLICIES/GUIDELINES

I. PURPOSE:
This service committee was formed by and is directly responsible to the FREESTATE REGIONAL of Narcotics Anonymous (FRSC) The RSC PHONELINE SUBCOMMITTEE consist all areas of the FRSC Region. Together we are responsible for the operation and maintenance of the NARCOTICS ANONYMOUS phoneline.

II. FUNCTIONS AND RESPONSIBILITIES:
• To hold regularly scheduled monthly business meetings
• To communicate and disburse needed information to and from the phone-line subcommittees/volunteers in each area
• To provide representation and participation in the RSC
• To coordinate, recruit and develop the training of phone-line volunteers
• To elect/appoint members to fulfill the needs of the subcommittee

III. BUSINESS MEETINGS:
The RSC PHONELINE SUBCOMMITTEE will meet regularly each month. The meeting time will be publicized to the groups, area, and region encouraging all interested members to attend.

IV. FUNDING:
This RSC PHONELINE SUBCOMMITTEE will submit and maintain a yearly budget, funded by, and in accordance with RSC policies. Prudent reserve will be no more than $850.00.

V. AMENDING STANDARDS:
The RSC PHONELINE SUBCOMMITTEE may amend these standards by a group conscience decision, subject to approval by RSC EXECUTIVE BODY.

VI. MEMBERSHIP:
Members of the RSC PHONELINE SUBCOMMITTEE will be defined by the following:
• RSC CHAIRPERSON
• RSC VICE CHAIRPERSON
• RSC SECRETARY

VII. VOTING:
• All RSC PHONELINE SUBCOMMITTEE members can vote on decisions made within subcommittee, with the exception of the RSC PHONELINE SUBCOMMITTEE CHAIRPERSON, who carries a vote only in the case of a tied vote.

VIII. TRUSTED SERVANTS QUALIFICATIONS/ELECTIONS/REMOVAL
• The RSC PHONELINE SUBCOMMITTEE CHAIRPERSON will be nominated and elected August of each year at RSC
• RSC PHONELINE VICE CHAIR and RSC PHONELINE SUBCOMMITTEE SECRETARY can appointed by votes within subcommittee
• All positions require a working knowledge of the Steps, Traditions, and Concepts unless otherwise specified, by vote of the RCMs.
• All RSC PHONELINE SUBCOMMITTEE MEMBERS must attend the monthly RSC meetings. More than two consecutive, unexcused absences constitute resignation of commitment. Whether an absence is excused or not will be decided by the conscience of the RSC.

IX. REGIONAL PHONELINE CHAIRPERSON:
***Nominated and elected at August RSC

A. QUALIFICATIONS:
   • Required minimum of four (4) years continuous abstinence from all drugs.
   • Suggested to have a knowledge of the 12 Steps, 12 Traditions and 12 Concepts of NA
   • Suggested to have a working knowledge of BASC Guidelines and Policies
   • Suggested to have a NA sponsor and NA homegroup
   • Willingness to serve

B. DUTIES:
   • Coordinate all RSC PHONELINE SUBCOMMITTEE business meetings
   • Maintain phone system
   • Keep a database of all phoneline activates. Summit all needed information to secretary for monthly reports.
   • Attend all BASC meetings

X. VICE-CHAIRPERSON:
Elected by RSC PHONELINE SUBCOMMITTEE in accordance with, and held accountable to RSC procedures for a term of one (1) year.

A. QUALIFICATIONS:
   • Required minimum of four (4) years continuous abstinence from all drugs.
   • Suggested to have a knowledge of the 12 Steps, 12 Traditions and 12 Concepts of NA
   • Suggested to have a working knowledge of RSC Guidelines and Policies
   • Suggested to have a NA sponsor and NA homegroup
   • Willingness to serve

B. DUTIES:
   • Take an active part in the direction of the subcommittee, working closely with Chairperson
   • In absence of RSC PHONELINE CHAIRPERSON, will chair subcommittee business meetings
   • In the event of the inability of the RSC PHONELINE SUBCOMMITTEE CHAIRPERSON to perform, or upon resignation of the RSC PHONELINE SUBCOMMITTEE CHAIRPERSON will assume duties of CHAIRPERSON
   • Assume the duties of any open position on this subcommittee
   • Suggested attendance at RSC business meetings

XI. SECRETARY:
Elected by a majority vote of this RSC PHONELINE SUBCOMMITTEE for a term of one (1) year.

A. QUALIFICATIONS:
   • Required minimum of four (4) years continuous abstinence from all drugs.
• Suggested to have a knowledge of the 12 Steps, 12 Traditions and 12 Concepts of NA
• Suggested to have a working knowledge of BASC Guidelines and Policies
• Suggested to have a NA sponsor and NA homegroup
• Willingness to serve

B. DUTIES:
• Keep a complete record of every regular and special subcommittee meeting
• Maintain minutes and submit a typewritten copy to the Chairperson no later than one (1) week following each monthly subcommittee meeting
• Keep accurate archives of all RSC SUBCOMMITTEE PHONELINE business that occurs during their term and make them available to any NA member upon request
• Assist in developing and maintaining all volunteer databases for use in PHONELINE efforts.
• Assist with any typing needed for correspondence used in PHONELINE efforts.
• Keep a record of all subcommittee members contact information
• Maintain all necessary stationary supplies needed for secretarial duties and submit any receipts needed for said supplies

XII. PHONELINE VOLUNTEERS:
A. Qualifications
• Required minimum of one (1) years continuous abstinence from all drugs.
• Must complete PHONELINE training
• Suggested knowledge of 12 Steps and 12 Traditions
• Willingness to serve

B. Duties
• Be available for shift
• Inform Area Chair of any changes or difficulties
• Call intake should be no less than 65%.

40% missed calls will be addressed in the following manner:
-1st time – Area chair works with volunteer to resolve any barriers
-2nd time – volunteer will be removed