Intergroup Association, Inc.
5151 Mitchelldale Suite, B10, Houston, Texas 77092, aahouston.org, 713-686-6300

Phone Volunteers Needed

Help assist callers by answering the 24-hour Hotline!

- Day shifts (at Intergroup) are Mon-Fri 9am-1pm and 1pm-5pm
  Includes helping Bookstore with stamping, bundling, and counting
  Other office tasks as needed
- Morning Shifts (transfer to your phone) Mon-Fri 7am to 9am
- Evening shifts (transfer to your phone) Mon-Thurs from 5pm to 7am
- Weekend shifts Groups take the phones from Friday at 5pm to Monday at 7am
  See attached pages on way phones can get transferred to groups

  Jan (2027) 1st 5pm – 4th 7am

Please help! Call Intergroup at 713-686-6300



Transferring the 24-hour Hotline to the Group Phone for the weekend.

Ideally transferring the phone would be to one number, as suggested in item #1. The current phone system we use will not allow us to set up different time schedules within the weekend period.

We suggest not transferring to a personal cell phone. Transferring from a personal cell to the next number in the shift will cause all your calls to transfer.

All calls are forwarded Friday 5pm to 7am Monday for a normal weekend (holidays could be Thursday to Monday or Friday to Tuesday, depending on the holiday)

Suggestions for Transfers:

1. We transfer to the group's landline number.
   Some groups set up a sign-up sheet or board with time slots to be filled.
   Time Slots can be from 2 to 4 hours.
   Some groups' landlines do have the call forwarding feature available to transfer overnight calls to a single person. Forwarding and Un-forwarding from the landline must be done at the landline location – and instructions will be specific to the phone companies the group uses.

2. We transfer to a burner phone-one number.
   The burner phone is passed from member to member or is held by one member who transfers it to each person at their allotted time slot. Easy and inexpensive.

3. Transfer to a scheduled time slot set out by the Group by staff.
   Email list to Intergroup no later than 12pm on Friday.
   Time slots should be at least 3 to 4 hours long, preferably longer, 6-8 hours.
   We have to manually input the transfer number each time the shift is up. So, we suggest having a member take longer shifts overnight. i.e., 10pm to 6am.

4. A new option is to have the phones transferred to a Google phone number.
   On a Computer (voice.google.com)
   Visit voice.google.com and sign in to your Google Account.
   Review the Terms of Service and Privacy Policy, then click Continue.
   Click Search, then enter a city or area code to find available numbers.
   Click Select next to the number you want.
   Follow the prompts to link an existing phone number and verify it with a code sent via text or call.

On Mobile (Android/iOS App)
Download the Google Voice app from your app store.
Open the app, sign in, and accept the terms.
Tap Continue, then tap Search to find a number by city or area code.
Select your desired number.
Complete the verification process using an existing phone number.

Once set up, you can make calls, send texts, and manage voicemail from the app or website. May require setting up a schedule and monitoring that the phone is answered by the next time slot.

Google Voice: You can forward one Google Voice number to multiple phones and set them to ring (or not ring) based on your schedule in the settings.

This process requires one person to manage the transfers for the weekend, so we do suggest longer shifts. Once the number is transferred to another number, that number **must** be ready to send a code to the one transferring it.

We would love a group to try this for a weekend schedule so we can be more informative and pass on to other groups.