**Campaign Description**

This campaign provides information to people who call a Narcotics Anonymous helpline in the Your Service Body Name and State, USA. Narcotics Anonymous is a 12 step program for recovery from addiction. Callers first hear a greeting “push 1 to talk with a volunteer if available, push 2 to search for meetings”. If they search for meetings, the system requests a city or town, or zip code, and then reads back the resulting meetings found, and also texts them the result. The only SMS we send to callers is in immediate response to their explicit request for meeting information. This is not a subscription service. Rather, it is an on-demand meeting search for anyone who chooses to call the number for purposes of finding an NA meeting. Callers explicitly request the information by pushing 2 to search for meetings. The system doesn't send them texts after one response.

The sample message #1 below shows the response to a query for Narcotics Anonymous meetings in Seattle, Washington.

The sample message #2 below is an example of the message sent to helpline volunteers to alert them that there is an incoming call to the helpline; they also get a voice call from the system.

**Sample message #1**

Meeting Results, for Baton Rouge, LA

<https://bmltyap.org/brana/msr/30.4515/-91.1871> 🡨 change this to your yap server instance and gps a city in your service body

**Sample message #2**

You have an incoming phoneline call from (insert any phone number here)

**How do end-users consent to receive messages? (40-2048 characters)**

End users opt in by calling a Narcotics Anonymous helpline, and then requesting meeting information in response to a prompt "push 2 to search for meetings". The system texts them back meeting information as well as reading it. The system doesn't send them any more texts after the single immediate response to their query.

The sample message #2 above is sent only to volunteers who have agreed to answer calls from the Narcotics Anonymous helpline for their area and have received training on how to respond to calls. The training includes guidance on maintaining the confidentiality of information given by callers seeking help. This is a peer-to-peer help program, rather than one involving medical professionals.