

F.W.S. Office Supervisor Annual Report July 9, 2011

F.W.S. Office Essential Services are provided as outlined in the January-May 2011 bimonthly reports posted on the F.W.S. website www.slaafws.org. Essential services include preparation of monthly financial reports by the bookkeeper and the filling/shipping of orders by the temporary staff. These services are performed by a F.W.S. bookkeeper working 15hrs/wk since January 2011 and two temporary staff working 14hrs/wk each beginning February 2011. This gives a total 43 hrs/wk worked by paid staff. Deposits and bills are paid twice a month by the office supervisor who is a volunteer and board member.

In addition, the F.W.S. webmaster is also a paid position and the duties and hours were increased to include more involvement with the F.W.S. online store, shipping, outreach and the Annual Business Conference/Meeting 2011.

Outsourcing of the Journal-six issues and one special edition were outsourced this year. The company hired for the printing/distribution can no longer provide mailing and this last issue for July/August was sent by the Conference Journal Committee (CJC) chair/marketing director. It needs to be noted that the Journal subscriber list has been maintained by the CJC chair/marketing director, Tom B, since January 2011. The office supervisor provides subscriber information within 3-5 days of an order placed either online, mail, fax or by phone.

Merchandise updated, ordered and received this year includes:

Pamphlets/Booklet

- 10,000 Welcome Mar11
- 5,000 *Sponsorship* May11
- 5,000 *Renewal of Sobriety* May11
- 3,000 40Qs Jun11
- 3,000 Renewal of Sobriety Jun11
- 3,000 Setting Bottom Lines Jun11
- 5,000 Pocket Tool Kit
- 1,000 Triggers as a Resource Booklet Jun11 NEW

Wristbands

- 500 You Are Not Alone (dark blue) Jan11
- 200 Let Go Let God (powder blue) Jan11
- 200 One Day at a Time (yellow) Jan11
- 200 Progress not Perfection (gold) Jan11
- 500 Let Go Let God (powder blue) Jun11
- 500 Progress Not Perfection (gold) Jun11
- 200 Principles Before Personalities (silver) Jun11

Plastic Chips

- 1000 1-week (red) Mar11
- 1000 1-month (yellow) Mar11
- 3000 Welcome 5 "S"s (gray) Mar11
- 1000 each of Steps 8-12 Jun11 NEW

Bronze Medallions Mar11

- 300 1-yr
- 240 2-yr
- 100 3-yr
- 100 5-yr
- 100 blank

Other

- 5,500 S.L.A.A. Basic Text Anonymous Cover Apr11
- 5,000 Contribution Envelopes May11
- Builds or Assemblies include CDs, Newcomer Packets, Journal Focus Booklets and Starter Kits. These are made as ordered and require additional staff/volunteer time to make.
 - 500 CDs
 - 3,000 Newcomer Packets
 - 500 each of Journal Focus Booklets
 - 70 Group Starter Kits updated Jan11
 - 20 Intergroup Starter Kits updated Mar11

There is a subcommittee of four past and current board members who proofread pamphlets that require reprinting. This is in an effort to remove errors introduced over the years from reformatting. The S.L.A.A. Basic Text is in need of proofing and editing too. Unfortunately, some orders were required to be placed without proofreading due to the ABM11 store requirements. This subcommittee is named Literature Reformatting Subcommittee (LRS) and reports to the BFOC (Board Finance and Operating Committee).

F.W.S. Office Visits by BOT Chair, BFOC Chair and F.W.S. Office Supervisor

- The Office supervisor visited the F.W.S. office in Nov, Jan, Mar, Apr and Jun for 7-14 days. Next visit Aug 7-17th.
- BOT chair visited Oct, Nov, Jan, Mar and Apr for 1-3 days.
- The BFOC chair visited Jan and Jun for 5-7 days.

The board members and especially these three board members have devoted innumerable hours to the operations of the F.W.S. office and the stabilization of the office and finances.

27th Annual Business Conference/Meeting (ABC/M) in San Diego July 12-15, 2011

- A total of 49 registrations with 43 voting members were received.
- There are 37 delegates registered of which 19 are brand new (never been to an ABC/M).
- In addition, 6 Board members, the Journal editor, the CCC chair, the ABM record keeper and 4 observers.
- Susan G. of the SLAAOnline Lone Group was the 3rd Raffle Draw and received the \$475 reduction in registration fee and 3 nights double occupancy for the ABC/M.

This year the BFOC chair, Office supervisor, F.W.S. webmaster and the San Diego Local Planning Committee chair, Fiona D., along with the San Diego member, Roger R., met regularly in preparing for this ABC/M.

Volunteers

Another essential service is the outreach by volunteers and office visits by members who work without pay. On behalf of the board and the staff I want to express appreciation to the following:

- Sam M. of Austin TX who was a key volunteer Nov-Mar11 driving weekly and sometimes twice a week working 7-9 hrs/day to implement the new USPS shipping system and train as well as coordinate other volunteers and temporary staff to fill and ship orders.
- Ava M. of Austin
- David M. of Austin
- Charity W. of Dallas
- Keith of Houston
- Kathy M. of Houston
- Katy B. of New York and San Antonio
- John D. of Houston
- Kim B. of Boston who picks up phone messages and makes sure they get to the right people for reply.
- Ron G., Barbara L., Moses C., Monique S., and Ava M. for their phone/email outreach replies and efforts.
- David, Sarah and Jesse for starting the San Antonio S.L.A.A. meeting on Monday nights in March 2011.
- Tom B. F.W.S. office volunteer for maintaining *the Journal* subscription list and shipping the Jul/Aug11 #131 *Journal* issue.

There may be some I have missed and I request that you do not hesitate to let me or the board know who you are because we are indebted to you for your service and helping hands.

Respectfully submitted
Rita H.
F.W.S. Office supervisor
Board member
Montreal