

F.W.S. Office Supervisor Report

May 13, 2011

Please copy and distribute.

This is the 9th report to the Fellowship in an effort to keep members informed about F.W.S. Office operations. Previous reports are posted on the F.W.S. website www.slaafws.org

FWS Office Essential Services include:

- FWS Office is open 2 days/week, Mon and Fri 9:30-4:30pm CT. When staff is at the office they are busy filling orders and preparing for shipping. More positive comments are coming in about the reduced time to receive a package and there are fewer resends internationally.
- Phone messages are picked up twice a week by a volunteer and sent to appropriate staff/BOT/outreach volunteers to respond within a few days of receiving the message. There is an average of 20 messages/week with half being outreach. Outreach volunteers include male, female, and international members.
- About 125 orders come in each month mainly through the FWS online store but close to 20 arrive via mail, phone or walk-ins (walk-ins only when Board members present). There are 10 international orders/month and these require more time to prepare for customs.
- Mail is picked up by two staff and sent to the office supervisor weekly.
- The Office supervisor makes deposits and pays bills weekly.
- FWS website outreach emails average 12/month with a large number coming from spouses/partners. The FWS webmaster has created a page for these questions/requests for more information.
- The *Renewal of Sobriety* and *Sponsorship* pamphlets inventory was down and 5,000 copies will be ordered soon.
- The 4 free downloadable pamphlets posted on the FWS website have all been reformatted and are available online. You will notice a print date is now on the back of all pamphlets even the free ones. For example; FREEPAM 05 P05/11 is *Supporting S.L.A.A. The 60/40 Way* that has a print date of May 2011.
- Step chips 8-12 have been ordered and will be available by mid-June.
- The international speakers, Lu and Christine, for last year's ABM10 will be available on CD as well. A flyer will be prepared for these new items and how to order.

Outsourcing of the May/June 2011 issue of *the Journal* #130 is waiting for proof to the editor of the final edition made ready by the printer this week. A special 35th Anniversary July/August issue is already underway and the Free Issue of *the Journal* for outreach will also be available during the ABC/M 2011 in San Diego.

BFOC Chair and Office Supervisor Visit to the FWS Office June 2011

- The Office supervisor is at the office Sun-Wed June 12-22nd.
- The BFOC chair arrives Wed-Sun Jun 15-19th.
- Both will be working with staff to prepare for the ABC/M 2011. This includes the ABM Binders, Supplemental Packets and FWS store merchandise that will be sent to the hotel.

Delegate Registration and the ABC/M 2011 in San Diego July 12-15, 2011

- A total of 44 registrations have been received as of today for the ABC/M. **The registration and payment deadline is May 28th.** Registrations may be sent in by mail, fax and via the FWS Online Qgiv Gateway.
- So far 33 delegates have registered of which 13 are brand new (never been to an ABM).
- There are 5 Board members, 1 Journal editor, 1 CCC chair, and 4 observers.

If you have questions or comments let me know: <http://www.slaafws.org/contact/rh>

In the spirit of service,
Rita H.