

**World Service Office Report  
November 2021**

**Operating Hours:** 8:00am to 4:30pm PST/ 11:00am to 7:30pm EST

**Contact Email:** [info@acawso.org](mailto:info@acawso.org) or call 310-534-1815 from 8:00am to 4:30pm PST

**Staff:**

Bill Dalton, Interim General Manager	Keara Schneider, Office Coordinator
Lucia Sheppard, Finance Controller	Jose Vazquez, Order Specialist
Gloria Delgado, Accounts Payable	Carrie Rhoden, Customer Service/ Archives

**World Service Office Purpose:** the WSO includes acting as the worldwide main service center for all things related to the ACA Fellowship including registering new groups, providing a worldwide meeting directory, assisting with the ACA Annual Business Conference, assisting with ACA’s public outreach efforts worldwide, and handling the production and sales of all approved literature. The office also administers the legal responsibilities of the fellowship with respect to copyrights, intellectual property and accounting, and by maintaining the archives and files of ACA.

**Literature Sales Activities:**

**Books and Products Shipped by WSO In October**

<u>Title</u>	<u>Signal Hill</u>	<u>Amazon US/Canada</u>	<u>UK Printer</u>	<u>Total</u>
Loving Parent Guide	1,286	927	2,425	<b>4,638</b>
Yellow Workbook (Spiral)	849	343		<b>1,192</b>
Big Red Book (Hardcover)	694	453		<b>1,147</b>
Laundry List Workbook	321	244		<b>565</b>
Big Red Book (Softcover)	314	123		<b>437</b>
Strengthening My Recovery (Softcover)	264	238		<b>502</b>
Strengthening My Recovery (Hardcover)	203	67		<b>270</b>
Yellow Workbook (Glued)	12			<b>12</b>
<b>Booklets</b>	394	11		<b>405</b>
<b>Tri-Fold Pamphlets</b>	232			<b>232</b>
<b>Chips &amp; Medallions</b>	1,224			<b>1,224</b>

- Began shipping literature through Amazon Multichannel Fulfillment which has allowed us to continue fulfilling orders without disruption using stock at Amazon despite running out of stock in Signal Hill. – **In Process**
- Reorders were placed for LPGs one week after receiving them. Due to supply chain disruptions and Covid 19 effects, the printing has been delayed about a month. The current inventory is down to less than 170 with delivery of the new printing expected

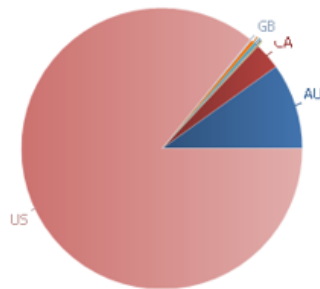
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the week following Christmas. We have placed a notification of backorder on the shopping site. – **In Process**

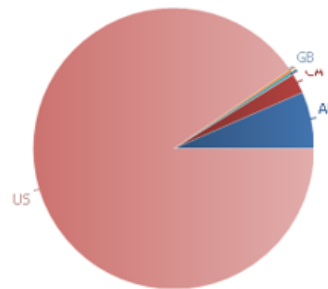
- A similar situation exists for the Softcover Meditation with less than 100 remaining in stock. We are expecting to receive those the week next week. We have placed a notification of backorder on the shopping site. – **In Process**
- We used a printer in Asheville, NC to do a print of 1500 SC SMR books to help with the shortage mentioned previously. Those books will be at Signal Hill well before the others at our main printer come out of production. – **In Process**
- We have 3 other titles in currently production but have some reserve in stock, so we are not posting a notice about them at this time. – **In Process**
- Will be going out for quotes for Hard Cover and Soft Cover BRB in the next couple of weeks even though we have what looks like a lot of stock. The lead times are out to the end of March from our usual printer already. – **In Process**
- We received the newly released “Information for Health Professionals” trifold from the printer and it is listed for sale in the shop.adultchildren.org ecommerce website. This is the tri-fold that was developed by the PSC and H&I Committees designed specifically to inform therapists and others in the healthcare industry about the adult child syndrome. A sample of the flyer has been sent out with orders shipped from Signal Hill– **Completed**

### Country Comparison Report

Total Sales by Country



Items Sold by Country



Country	Abbrev.	Items Sold
Australia	AU	393
Canada	CA	137
Ireland (Eire)	IE	2
Israel	IL	1
Mexico	MX	21
New Zealand	NZ	14
United Kingdom	GB	2
United States	US	5424

## World Service Office Report November 2021

### Overview

Oct 1st - Oct 31st -



### Office Management Activities:

- The office internet and VOIP telephone systems were upgraded so that we are now able to address the number of calls and emails we receive in conjunction with supporting the office computers all over the internet. – **Completed**
- We are supporting the international fellowship by working weekly with the Publishing Committee to provide literature in international formats and to reduce costs to access ACA Literature. – **In Process**
- With the departure of our remote special worker in NY we have onboarded new staff transitioned all staff operations, except the Finance Controller, to the Signal Hill office to better facilitate internal communication, improve efficiencies, and be more proactive to members of the fellowship and public who are seeking assistance or information. – **Completed**
- Vetted and recommended a consulting firm to help us navigate the complex processes involved in setting international marketplaces in Amazon. During the onboarding meeting the consultants identified an area that will provide ACA books much more visibility than before getting our message to more people. – **In Process**
- Two important employee video conference trainings have been held. One was the mandatory California Sexual Harassment annual training and the second was a Professionalism in the Workplace Training. Both of the trainings were attended by all staff at the time.
- Vetted and arranged demonstrations for a work productivity software that will provide staff and committees a tool to manage projects, develop workflows that can be updated and communicated to all parties, assign roles and responsibilities, and send out alerts if

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things are not on track. The software is being reviewed with actual WSO data prior to a recommendation being sent to the board. – **In Process**

- Hired new cleaners that decreased office cleaning expenses by 66%. – **Completed**

**Member Services/ Archives Activities:**

- Stats for Emails and Calls to the Office
  - Emails received 304
  - Calls received 62
  - Event Postings 12
  
- We received 10 Archive boxes at the office, 9 were from a scanning company that scanned the boxes' contents for the Archives Committee, and one was from a member in a nearby Southern California city that donated ACA papers and materials from the 1990's to the WSO Archives. These were catalogued and marked accordingly and placed in the archive's storage. – **Completed**

**Meeting Activities:**

- Supported the Publishing and Finance Committees by joining their regular meetings.
- Met with Consultants and members of IT and Literature Committees to review and evaluate productivity tools.
- Met with Board Oversight Committee to report on activities and receive feedback.

**Service Entity Stats:**

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**Meeting**

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Active Meetings	3321
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Pending New Meeting Requests	3
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Pending Update Meeting Requests	7
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New Meetings last 90 days	197
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Updated Meeting last 90 days	836
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Not updated this past year	1546
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**Intergroup**

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Total Intergroup	114
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New Intergroup	0
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Update Intergroup	1
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**Regions**

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Total Regions	2
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New Regions	0
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Update Regions	0
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