

WORLD SERVICE OFFICE REPORT

February 2024

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

Contact Email: info@acawso.org or call 310-534-1815 from 8:00am to 4:00pm PST

Staff:

Bill Dalton, General Manager
Sylvia Meyer, Finance Controller
Brad Lewin, IT Manager
Jose Vazquez, Warehouse Order Specialist
Carrie Rhoden, Customer Service/ Archives
Marcin Czop, IT Administrator

Trish Irelan, Board Executive Secretary
David Kang, Amazon E-Commerce Specialist
Sarah Oehl, Bookkeeper
Markus Sjoberg, Contractor for Publishing
Marion Makepeace, Translations Support Contractor
Pam Say, Publishing Support Contractor

World Service Office Purpose: The purpose 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.

Sales Activities:

<u>Books</u>	<u>Signal Hill</u>	<u>Amazon NA</u>	<u>Total</u>
Loving Parent Guide Spiral	611	722	1333
Big Red Book Hardcover	620	458	1078
Yellow Workbook Spiral	615	642	1257
Big Red Book Softcover	232	297	529
Laundry List Workbook Spiral	165	137	302
Strengthening My Recovery Softcover	225	179	404
Strengthening My Recovery Hardcover	223	52	275
Monthly Totals	2720	2487	5207
		Amazon & Apple	
<u>E-Books</u>	301	640	941
<u>Audio Books</u>		360	360
<u>Booklets</u>	1147		1147
<u>Tri-Fold Pamphlets</u>	2960		2960
<u>Chips & Medallions</u>	1990		1990

WORLD SERVICE OFFICE REPORT

Highlights for the Month:

- The audit work progressed to completion for items required from staff and accountants. Out of 97 total areas of work identified in the audit plan, 94 of those involved staff or accountant participation. To date all 94 of those have been marked as fulfilled by the auditor. The 3 items that remain: delivering the audit draft, addressing subsequent event questions after the trustees receive the audit report, and the conveyance of the management representation letter, are the auditor's work items that staff has no responsibility to perform. The auditor was very pleased with the results of the audit and commended us on the accounting accuracy. It was the first time he had conducted an audit where zero journal entries had to be made.
- Seven more instances of copyright infringement were identified and either addressed by staff or referred to the attorney after staff did not get any responses from the entities. These new cases include the website Reddit, which has several threads where people are asking where to obtain English ACA WSO BRB and YWB, the websites Scribd and PDFDrive were also hosting pdfs of our books that were linked in social media posts. Another was a website known as Addiction Recovery that had links to our BRB and YWB in PDF form who responded to my email that they would remove the links by March 28th. I also reached out directly to two people who had the files on Google Drives that were accessible by the public. It is a battle, but we are in the right to demand their removal.
- The 15,000 LPGs ordered from India arrived in Signal Hill on schedule and in excellent condition. We are planning another order soon for more of the English language books. International literature activity picked up in February. We received the manuscript of the Lithuanian YWB from the Lithuanian fellowship and it was being typeset by a contracted designer.
- We had what had to have been record rain in early February for this area of California. Fortunately, our new office location is located on higher ground than the old office/warehouse and the office /warehouse stayed dry. In the old location we would have water coming into the warehouse under the roll up door with rain not nearly as heavy or sustained as we had here in February.
- The social media pilot project expanded its medium to include some video experimental postings. It was an eye opener to see the increased engagement with videos over static image posts. More information about the social pilot project will be presented at the upcoming ABC.
- There are currently 55+ ACA WSO publications in the translation process. There are translations active in 22 languages. We are continuing to see an increased demand for more translation support. We have proposed licenses older than 3 years and those where there is no longer any contact with the translation team members, be expired so that we can reissue them with the updated legal language approved by the attorney. So current translation work can be legally compliant.

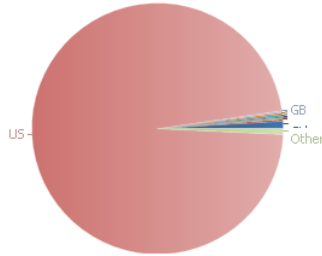
WORLD SERVICE OFFICE REPORT

- The office began looking into using a UK licensed Employment of Record firm to assist with payroll obligations to UK-based special workers.

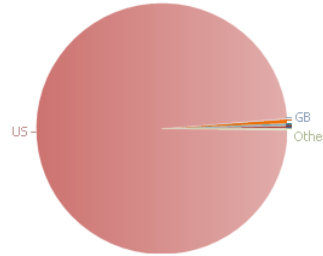
Country Comparison Report

Date Range: 2/1/2024 - 2/29/2024

Total Sales by Country



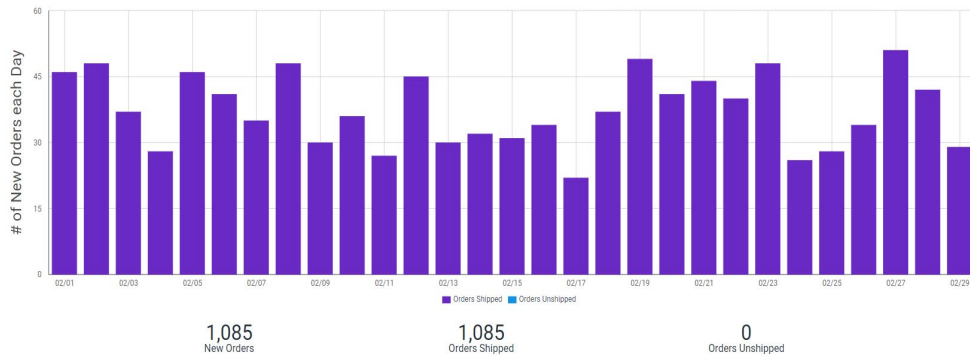
Items Sold by Country



Country	Abbrev.	Items Sold	Total Sales
Australia	AU	3	\$80.30
Canada	CA	21	\$579.10
Finland	FI	1	\$45.45
France	FR	1	\$40.60
Ireland (Eire)	IE	2	\$84.57
Israel	IL	3	\$127.42
Mexico	MX	5	\$115.21
Netherlands	NL	3	\$100.05
New Zealand	NZ	12	\$163.72
Saudi Arabia	SA	2	\$82.74
Spain	ES	1	\$45.45
Sweden	SE	36	\$135.99
Switzerland	CH	1	\$57.92
United Kingdom	GB	5	\$145.48
United States	US	6410	\$57575.50

Overview [Learn more](#)

Date Range: 02/01/2024 - 02/29/2024



WORLD SERVICE OFFICE REPORT

Member Services/ Archives Activities:

- Stats for Emails, Calls to the Office, Event Postings, and Volunteer Hours
 - Emails Received: 458
 - Calls Received: 249
 - Event Postings: 15
 - Volunteer Hours: 14.5
- Sent out the February Traveler Newsletter, updated and on time

Service Entity Stats:

Meeting

Active Meetings	2721
Pending New Meeting Requests	1
Pending Updated Meeting Requests	0
New Meetings last 90 days	134
Updated Meeting last 90 days	605
Not updated this past year	1160

Intergroup

Total Intergroup	101
New Intergroup	0
Updated Intergroup	2

Regions

Total Regions	2
New Regions	0
Updated Regions	0