



World Service Office Report

Statement or Description of Purpose

The World Service Office purpose includes acting as the worldwide clearing house for all things related to the ACA Fellowship worldwide including overseeing and coordinating the production and distribution of ACA literature and materials, assisting new and existing groups, assisting with ACA's public outreach efforts, and responding to the needs of members, groups, service entities, and the public.

The office also administers the legal responsibilities of the fellowship with respect to government regulations and reporting, accounting, human resources training and documentation, intellectual property management, and by maintaining the archives and files of ACA.

Special Worker Staff and Consultants (First name, Last Initial; State or Country)

Bill D., General Manager, California	Sarah O., Accounting, California
Sylvia M., Finance Controller, California	Jose V., Order Specialist, California
Brad L., IT Manager, Maryland	Carrie R., Customer and Member Services, California
Trish I., Exec Assistant to Board, Florida	David K., Amazon Fulfillment Associate, California
Markus S., Pub. Consultant, Sweden	Marion M., Translation Support, UK
Marcin C, IT Administrator, UK	

WSO Website - Repository URL of meeting minutes / reports

<https://acawso.org/category/wso-office/>

Office Contact information

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PO Box 811
Lakewood, CA 90714

World Service Office Highlights for 2024

1. Printed and distributed 82,178 books through all platforms **Up 9% over 2023**
2. Printed and distributed 48,296 booklets & trifolds through all platforms
3. Ordered and distributed 30,011 chips and medallions **Up 10% over 2023**
4. Published and distributed 13,784 e-books **Up 14% over 2023**
5. **Published 6 new books:** A New Hope, Lithuanian Twelve Steps of Adult Children, Polish ACA Fellowship Text, Unified Spanish Twelve Steps of Adult Children, French Twelve Steps of Adult Children, Arabic Strengthening My Recovery
6. Sold 4,215 audio books in 2024 **Up 5% over 2023**
7. Received and returned 11,256 calls and emails, **Up 38% over 2023**
8. Logged 168 Donated Hours by Volunteers in the Office
9. Added two special workers, one in IT and one in Translation Support from the UK
10. Implemented an inventory management software system in accordance with the 2023 audit best practice recommendation
11. Tested and recommended a translation management system to handle translations
12. Launched an Eastern European print hub and fulfillment warehouse bringing the total to 4 outside the US
13. Expanded Amazon marketplace presence to 17 marketplaces while making efforts to register in the Middle East
14. Sent approximately 24 Copyright infringement notices to vendors, individuals and social media websites
15. Filed a lawsuit against a global distribution company for distributing over \$25,000 worth of counterfeit Big Red Books

16. Worked with an HR Consultant to develop a Wage Compensation Policy that included benchmarking all employees wages and salary ranges which verified WSO staff's wages were appropriate
17. Ended the year with 31 e-books for sale on the ACA WSO web store. 21 of those were translated e-books

Goals for the year ahead

The World Service Office meets an important need as a clearing house for the fellowship and the WSO board and committees, but with the focus providing literature and fellowship services while revising the organizational structure to accommodate the worldwide growth.

The goals for last year were:

1. Ensure the continued availability of ACA literature and products to members and groups around the world by establishing a 4th print hub and warehouse fulfillment operation in Eastern Europe. **Completed**
2. Implement an inventory management system and a database driven solution for WSO resource and project management. **Completed**
3. Organize and position the World Service Office and staffing to meet the growing needs of the fellowship. **Invested In Staff Resources in IT and Translations to Better Serve The Global Fellowship**
4. Invest in public outreach by utilizing social media, enhanced public outreach, and direct communications. **Invested Time And Resources In Social Media Management, Website Analytics, H&I Complimentary Books, And Video PSAs**

The goals for the upcoming year are:

1. Ensure the continued availability of ACA literature and products to members and groups around the world by establishing Amazon marketplaces and in country printing & fulfillment operations in the Middle East and South America.
2. Organize and position the World Service Office and staffing to meet the growing needs of the fellowship.
3. Invest in member and public outreach by implementing an integrated communications plan that will include podcasts, WSO newsletter, a blog experience with more user functionality, and a higher visibility in social media by using awareness and educational video postings.