



Adult Children of Alcoholics®/Dysfunctional Families

2024

WORLD SERVICE OFFICE

ANNUAL REPORT

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INTRODUCTION



The World Service Office (WSO) serves as the central coordinating body for ACA worldwide, overseeing literature publishing and distribution, translation support, member and group services, legal protection, financial stewardship, IT infrastructure, and public awareness.

The office is committed to getting the ACA message to any adult child anywhere, operational efficiency, the WSO delivers essential resources and services to a growing global fellowship while maintaining minimal overhead.



Vision and Mission

Our intention is to serve the ACA Fellowship with transparency, efficiency, and a deep commitment to the Traditions and Concepts. In 2024, our efforts centered on expanding international access, modernizing infrastructure, and enhancing communication channels across the ACA Fellowship.

Diversity, Equity & Inclusion

WSO prioritized reaching underserved linguistic and regional communities by significantly expanding translation efforts and issuing new licenses in over 28 languages. Additionally, we developed digital media that better reflects the diversity of our global Fellowship—ensuring our message is accessible, inclusive, and welcoming to all.



Focus Area: Members

The World Service Office (WSO) was a key point of support for members and groups around the world, handling a growing volume of inquiries, literature fulfillment, and digital outreach.

In 2024, the WSO team managed **8,636 emails**, received and made **2,620 phone calls**, and logged **168 volunteer hours** performed on-site—alongside countless additional hours contributed remotely. Staff and volunteers worked together to maintain essential member resources, including the **Traveler Newsletter**, **event calendars**, and the **ACA archives**, ensuring steady support and connection across the Fellowship.

Staff also contributed their time and expertise to numerous committees—often outside regular work hours—demonstrating their deep commitment and passion for ACA's mission.

Focus Area: Recovery and Service Tools:

Literature:

The Publishing and Translation Special Workers delivered an ambitious program in 2024, while launching 6 new English and translated titles and successfully completing multiple reprints :

New English-language book released titled *A New Hope*

Began the *Strengthening My Recovery* Audiobook

Reprints: (various printers)

ACA Fellowship Text (softcover and hardcover)

Twelve Steps of Adult Children

The Loving Parent Guidebook

The Laundry Lists Workbook

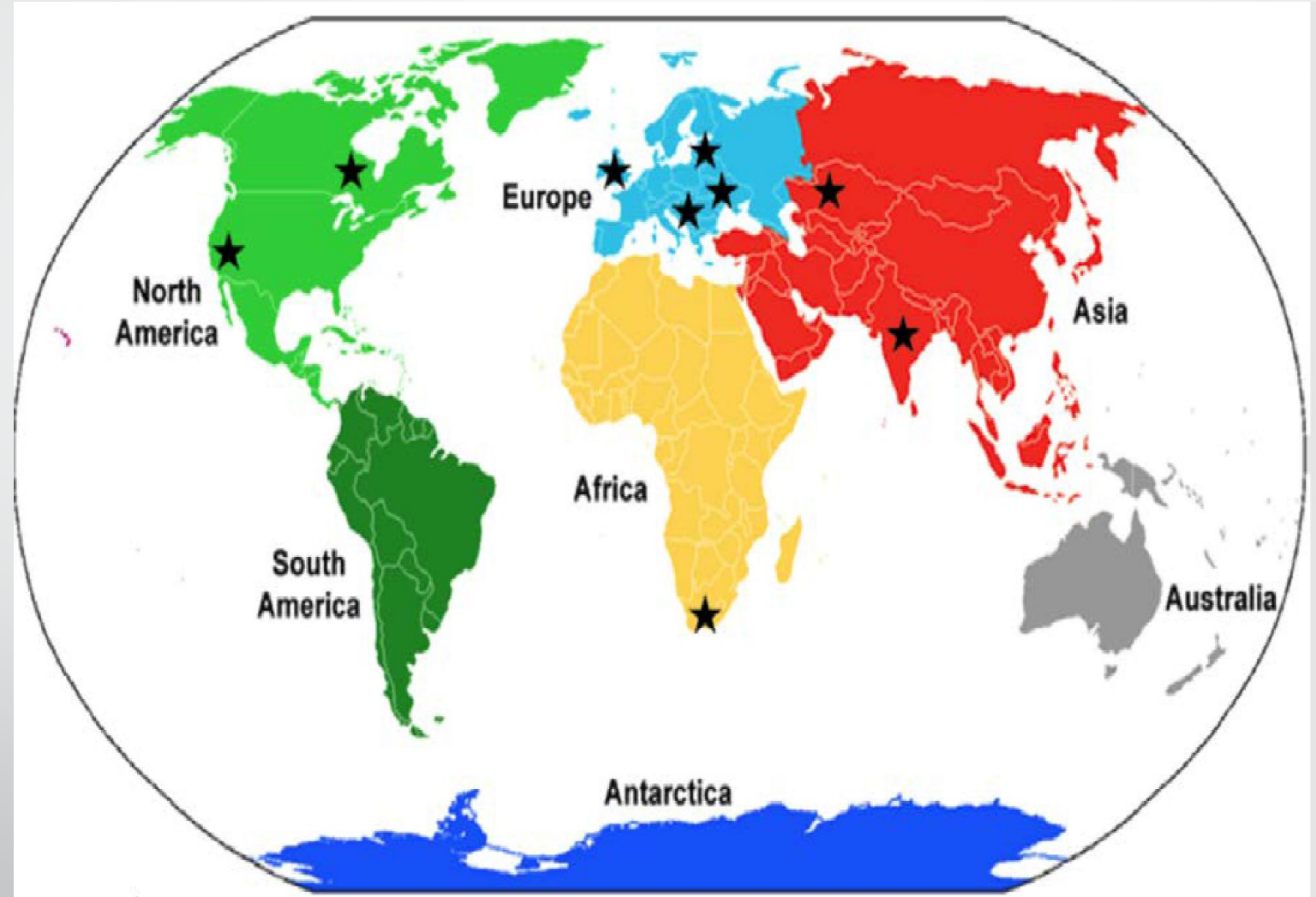
Strengthening My Recovery (hardcover and softcover)

Supported 60+ active translation projects

Published English Foundation Glossary + machine translation glossaries



Global Printing or Distribution Hubs:





Focus Area: Digital Communication:

Awareness

Over 6.1M website views, 2.2M meeting searches

Launched PSA video & product listing videos

Instagram reach exceeded 27,000 in 3 months

Communications Working Group formed to increase ACA presence



Focus Area: Financial Sustainability

System Upgrades and Transparency

Implemented Fishbowl Inventory Management System

Migrated the Accounting System to QuickBooks Online

Finalized HR Compensation Policy & Salary Benchmarking

Launched Donor Management Software Platform Project

Fulfilled 75,405 book inventory restock

Sold 11,374 English eBooks

Printed and Delivered 6,773 Translated Books and 2,410 Translated eBooks



Focus Area: IT Systems and Security

(more detail in IT Committee Report)

Completed the implementation of an inventory management software to manage global inventory as was recommended by the auditor in the 2023 audit

Created automations for several areas in WSO to improve throughput of manual tasks
Automated licensing system (220+ new licenses issued)

Developed database solutions for improving efficiency in HR, Accounting, Legal

Configured and tested 3 Translation Management Systems (TMS)



Focus Area: Legal

Protecting the Fellowship's Trademarks and Intellectual Property

Filed copyright infringement suit against one of the largest book distributor in the world who were selling counterfeit BRBs globally.

Successfully removed hundreds of counterfeit copies of our books from online websites and social media thereby protecting the ACA copyrights on it books.

Performed a legal review of the Employee Handbook with a law firm to ensure it was in compliance with federal and state laws.

Completed a strategic initiative to register ACA WSO's trademarks globally.



Focus Area: Archives

Protecting the Fellowship's Name and Historical Property

With the Archives Committee blessing, the office purchased fireproof storage cabinets for physical archives, safeguarding early edition texts and irreplaceable historical records.

A local volunteer continued donating time weekly to service in the office, sorting through and cataloging decades of ACA materials.

The office coordinated the shipment from the Omer G estate of 8 boxes of papers and digital recordings that were used in developing the BRB and YWB.

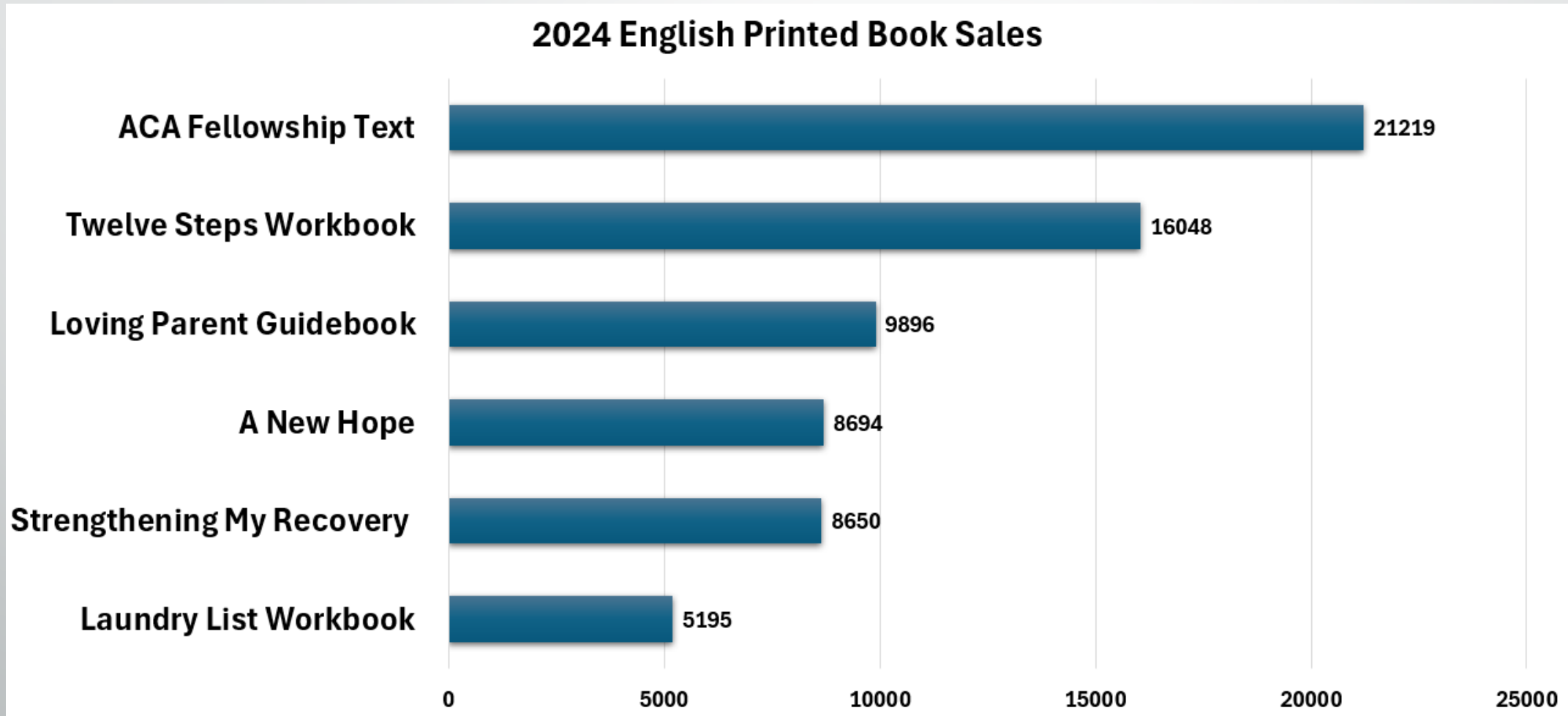
The office continues to reach out to the membership requesting old documents to be sent to the office for preservation of ACA's history and to fill missing gaps in minutes and newsletters and offers to pay for the shipping costs.



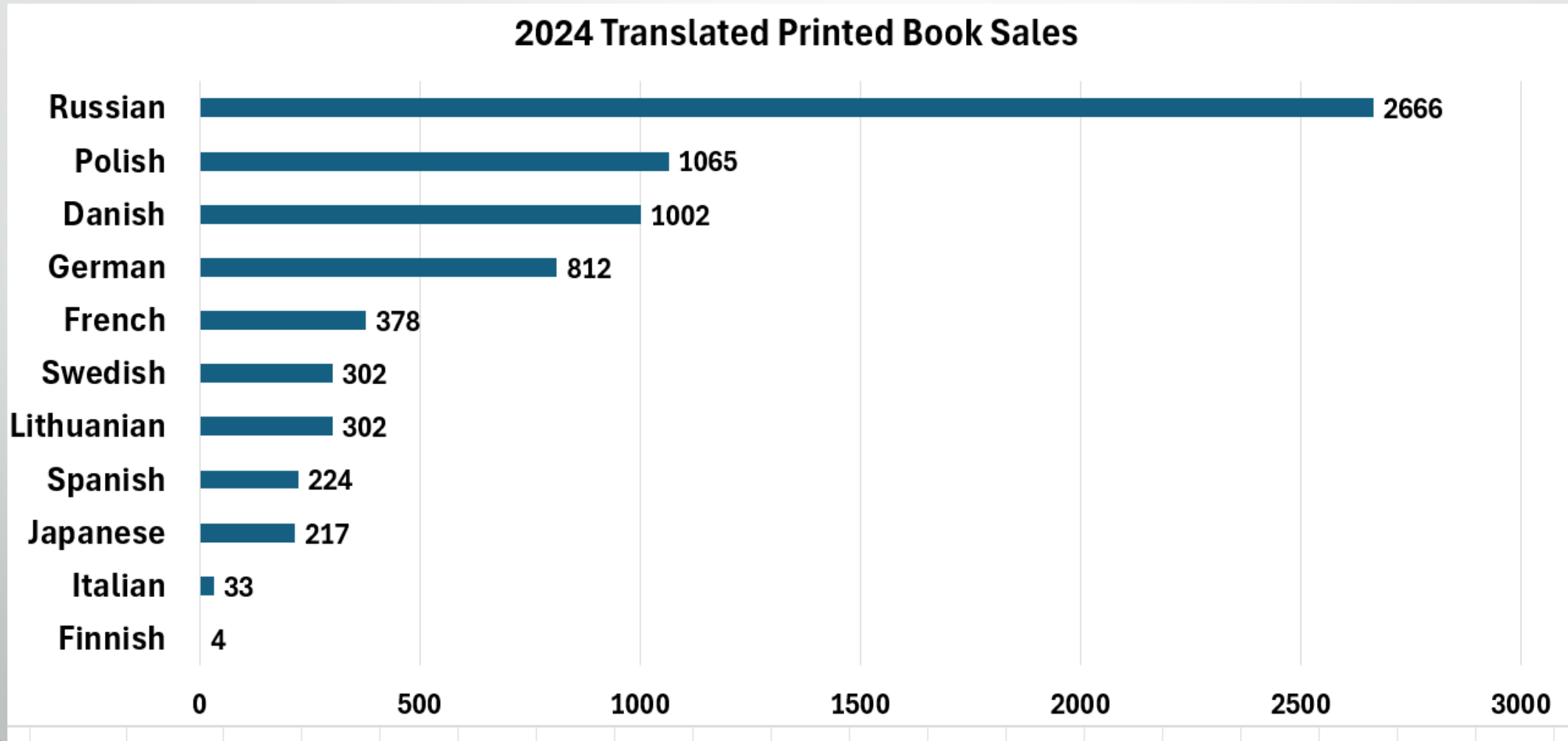
Our Impact

- A record number of titles (28) were released in the last 3.5 years.
- Over 7,000 physical books were sold monthly through WSO and Amazon platforms in 2024.
- International groups received bulk shipments faster due to regional print hubs.
- Social media reached tens of thousands, bringing ACA awareness to new audiences.

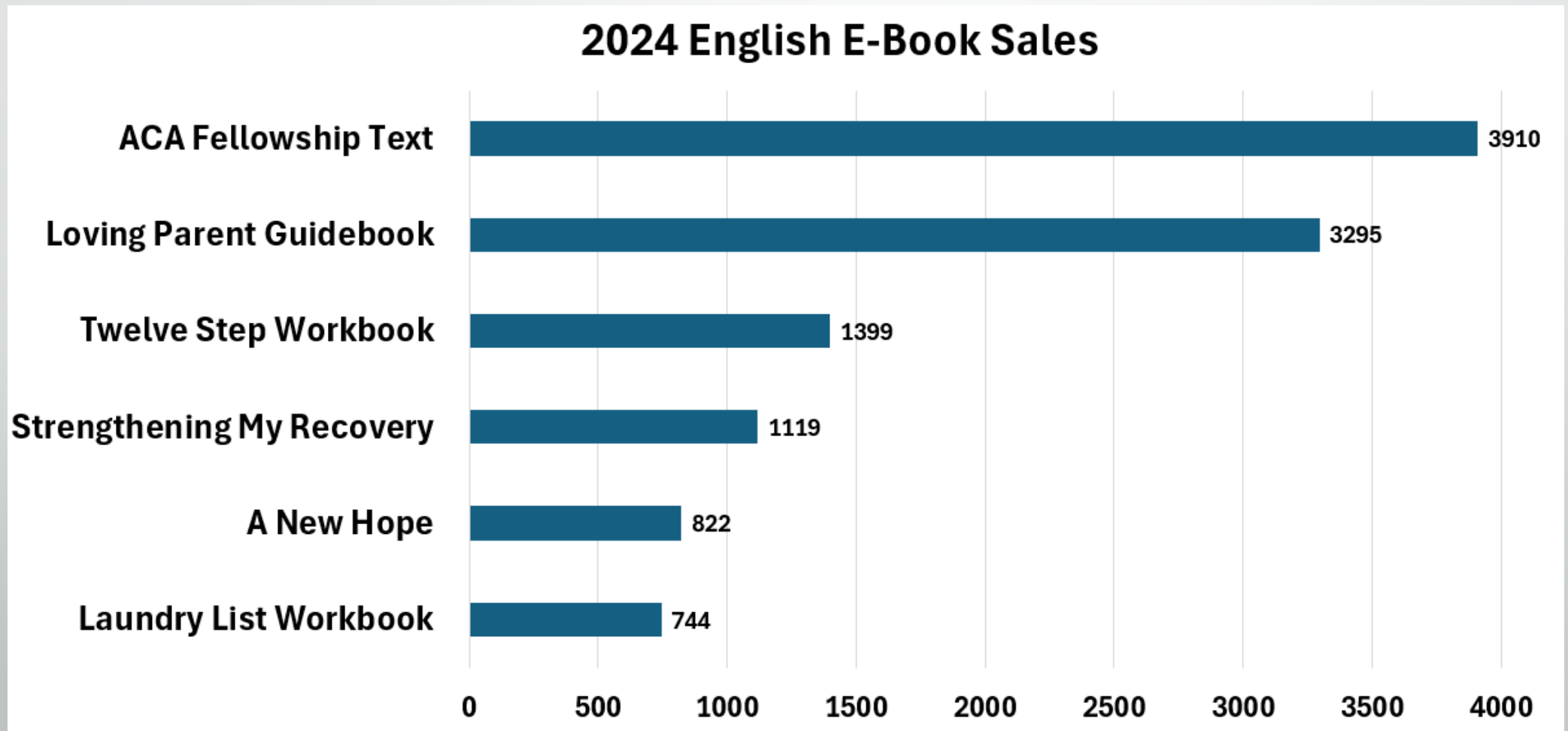
Our Impact



Our Impact Internationally

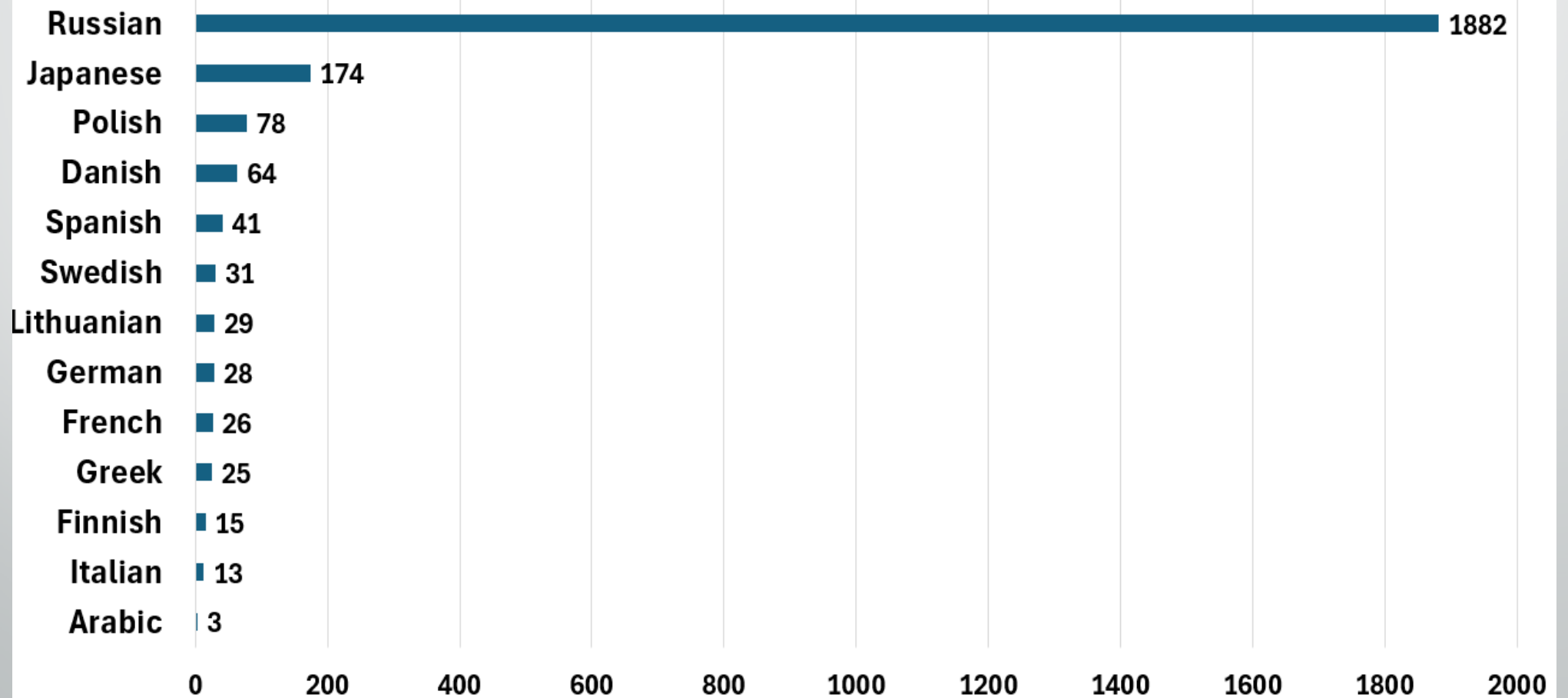


Our Impact Digitally

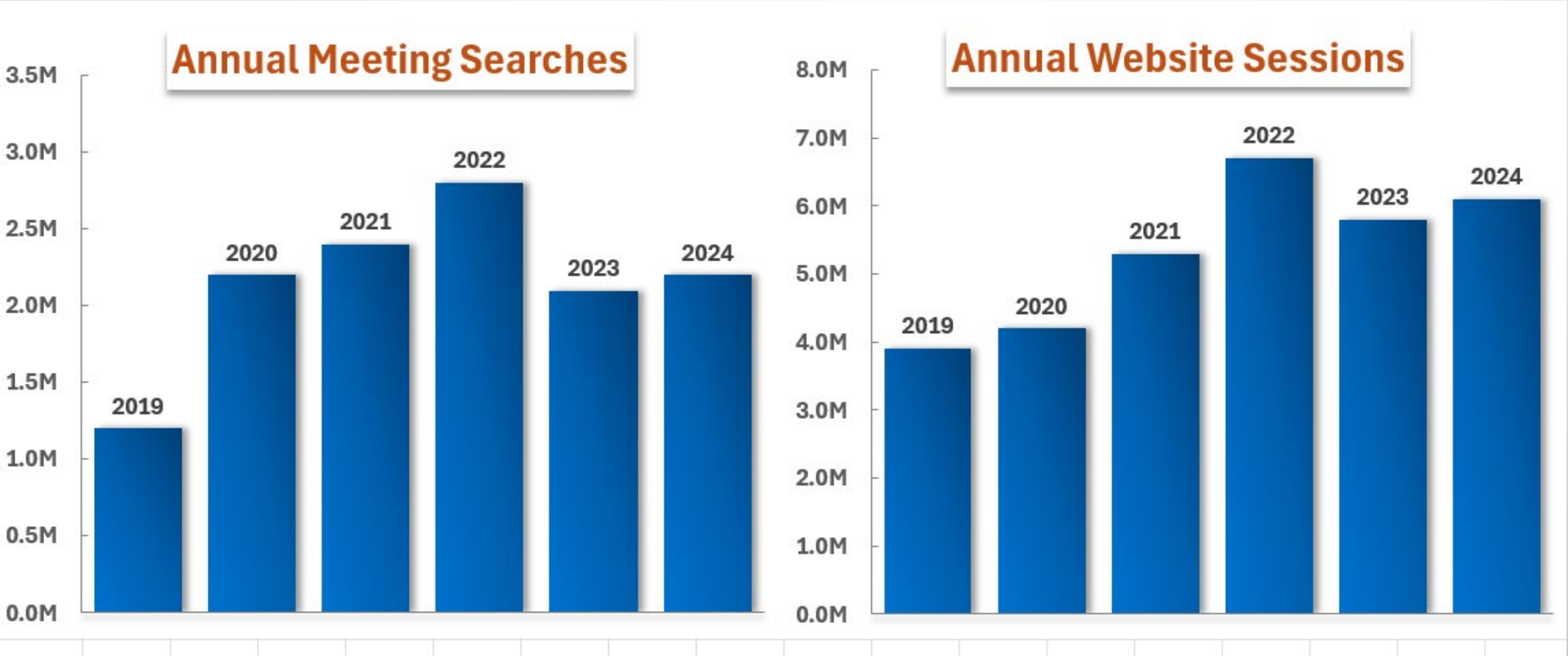


Our Impact Digitally

2024 Translated E-Book Sales



Website Activity for 2024



WSO Plans for 2025

- Launch "Connections" new book about sponsorship, fellow travelers and the connections we need in recovery
- Expand TMS to all translation teams
- Increase global print access
- Continue to automate workflows that will benefit from
- Complete SMR audiobook project
- Launch a new and improved ComLine Blog and enhance The Traveler newsletter
- Build out Communications infrastructure to better carry the message

WSO Staff and Special Workers

The WSO Office Team



Bill D.
General Manager
Signal Hill, CA



Sylvia M.
Finance Controller
Signal Hill, CA



Brad L.
IT Manager
Maryland



Trish I.
Board Executive Assistant
Florida

WSO Staff and Special Workers

WSO Office Team cont.



Jose V.

Warehouse Order
Specialist
Signal Hill, CA



Carrie R.

Member & Customer
Services
Signal Hill, CA



David K.

Inventory & E-Commerce
Specialist
Signal Hill, CA



Sarah O.

Bookkeeping
Signal Hill, CA

WSO Staff and Special Workers

WSO Office Team cont.



Markus S.

Publishing Consultant
Sweden



Marcin C.

IT Administrator
UK



Marion M.

Translation Support
UK

SUMMARY

2024 was a transformative year marked by growth, innovation, and global connection.

Through our expanded publishing and translation initiatives, the ACA message of recovery reached more individuals and communities around the world than ever before. These accomplishments were made possible by the dedication of our members, trustees, staff, volunteers, contractors, and international partners. We are deeply grateful for their service.

Together, we advanced our shared mission—to support and strengthen the ACA Fellowship across the globe.



THANK YOU

Questions or comments please email info@acawso.org