

World Service Office Report – October 2021

Dear ACA Friends,

It is with much gratitude and joy that I am writing my first report as the Interim General Manager of your World Service Office. For those of you who do not know me please allow me to introduce myself. My name is Bill, and I am an adult child of a dysfunctional family. I fully embraced the ACA program about 8 years ago in January of 2014. Working the program with a sponsor led to serving as a WSO volunteer, and now to this wonderful opportunity be a special worker for the ACA World Service Office. This program has changed my life in ways I never thought possible and to be able to work at spreading it around the globe is so fulfilling.

The mission at the World Service Office is simple, to make sure the ACA program is available to anyone who wants or needs it. We do that by being a voice on the other end of the phone or responding to an email seeking assistance with some aspect of the ACA program. We do that by sending ACA literature anywhere in the world and serving our groups and intergroups by making them easier to find. We do that by making the ACA message available to professionals, hospitals, and institutions. Lastly, we do that by making ACA visible to those who are lost in the despair of dysfunction or are at the end of their hope rope, and do not see a way out.

There are many hats to wear in the World Service Office. The customer service hat where we strive daily to meet the needs of individual members, groups, intergroups, and regions. The publishers hat we wear when printing ACA books and literature and arranging shipments to be delivered around world.

Our philosophy is if a courier can reach you, we can get ACA books and literature to you. We are restructuring our procurement and delivery processes to find the lowest cost, but also the most reliable methods.

Our main goal is to better serve the fellowship's needs. We are doing that by upgrading our office equipment to improve communications, our logistics processes to facilitate the availability of ACA literature and by redefining the way our staff works for the membership.

In the coming months there will be more statistical types of information presented in these reports, but this month I wanted to introduce myself and let you know making your World Service Office ready to assist you is my top priority.

Thank you for the privilege to serve you.

Bill D.
Interim General Manager