

**Agency for Community Treatment Services, Inc.**



**ANNUAL REPORT**  
**2019 - 2020**

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Chief Financial Officer

Cris Riviere, MA  
Chief Operating Officer

*As a comprehensive,  
community-based  
behavioral health  
organization,*

**ACTS MISSION** is to apply the best of contemporary physical and behavioral health interventions and social support services available to assist individuals and families to engage and succeed in Recovery.

**ACTS VISION** is to be acknowledged as an ethical and accountable organization in the Community known for providing acceptance, guidance, empowerment and advocacy for the diverse populations and individuals we serve.

During fiscal year 2019 – 2020, our organization made tremendous strides in expanding services and improving access to essential treatment for the communities we serve. We are extremely proud to have completed the renovation and implementation of two new programs during the first quarter of the year.



The first was the Adult Addictions Receiving Facility at Keystone in Pinellas County – a 10 bed stabilization unit and the first of its kind in Pinellas. A benefit of this program is that individuals who successfully complete services can transfer directly into residential treatment on the same campus, which increases their potential for success.

Up next, ACTS renovated the Sandra Prince Samaritan Home and opened the new Intermediate Care Program for adults who have complex mental health and co-occurring substance use disorders. The facility is a 14- bed residential treatment program that fosters independence while providing coordination of care and access to comprehensive treatment for the whole person. TThe program was re-dedicated to honor Ms. Sandra Prince, a co-founder of the agency and a community champion. This new program serves individuals on the Hillsborough Health Care Plan.

As the year continued, everything changed in mid-March 2020 when the World Health Organization declared the Novel Coronavirus (COVID-19) outbreak a global pandemic and Florida received its first case. Following the lead of the Centers for Disease Control and Prevention (CDC), social distancing and mask wearing became part of the new normal. ACTS was swift to institute the Pandemic Alert Status and implement a Pandemic Response Team. Our priority during this ongoing pandemic has been to protect our clients and staff and preserve essential services for the communities we serve. As an essential organization, we remained committed to our mission of healing individuals and families challenged by substance use disorders and related mental health conditions. We kept our doors opened in our unwavering efforts to push through the crisis so the individuals we serve could receive the care they deserved.

As we close this fiscal year and head into next, we know that we will need to remain vigilant in the fight against COVID-19. We have a remarkable team in our leaders and front-line staff. I am extremely proud of their hard work and dedication – the grace and courage showed by all this last fiscal year is undeniable. I am grateful for all they do on a daily basis. Special thanks to our Board of Directors for their unwavering support and guidance during these difficult times. Together, we have stayed the course amid extremely challenging circumstances and will continue to do so moving forward.

*Asha Terminello*

Asha Terminello  
CEO



# ACTS Services

## Crisis Care

**Crisis Care:** Detoxification is the first step on the road to recovery. Our Detox Program for both adult and juveniles is the place to start the recovery process in a compassionate and supportive environment. Programs associated with Crisis Care include Adult Addictions Receiving Facility in both Tampa and Tarpon Springs, Central Receiving Facility, and the Juvenile Addictions Receiving Facility.

## Outpatient Services

**Outpatient Services:** You don't have to put your life on pause to get better. Our objective is to accommodate clients by allowing them to remain in their home and be able to work or attend school while in treatment. Programs associated with Outpatient include Outpatient Detox, Outpatient Assessment, Aftercare, Medication Management, Medication Assisted Therapies, Intensive and Regular Outpatient Program

## Residential Treatment

**Residential Treatment:** ACTS Residential Treatment Program is a health care facility providing therapy for substance use. ACTS has residential treatment facilities for both juveniles and adults. Programs include Keystone Residential Treatment Program in Tarpon Springs, Intermediate Care Program in Tampa, Youth Residential Treatment in Thonotosassa and a group home for girls in foster care system in Fort Lauderdale.

## Housing

**Housing:** ACTS housing is an evidence-based housing intervention that combines affordable housing assistance with wrap-around supportive services for people experiencing homelessness, as well as other people with disabilities. Programs include Community Support Services, Bridge Housing, Amethyst Respite Center and the HEART program with Community Assertive Treatment.

## Justice Services

**Justice Services:** ACTS has two full-service Juvenile Assessments Centers in Tampa and Bartow, Early Offender Diversion Program for individual diverted from prison and two jail diversion programs in Hillsborough County.

**All ACTS programs work closely together to provide the best continuum of care for clients and residents.**

# ACTS By The Numbers

**9,894**

Treatment Admissions  
for Service

**70.2% - Male**  
**29.8% - Female**

**29.3**

Average Age of Client

Youngest Client:  
10 Years Old  
Oldest Client:  
88 Years Old

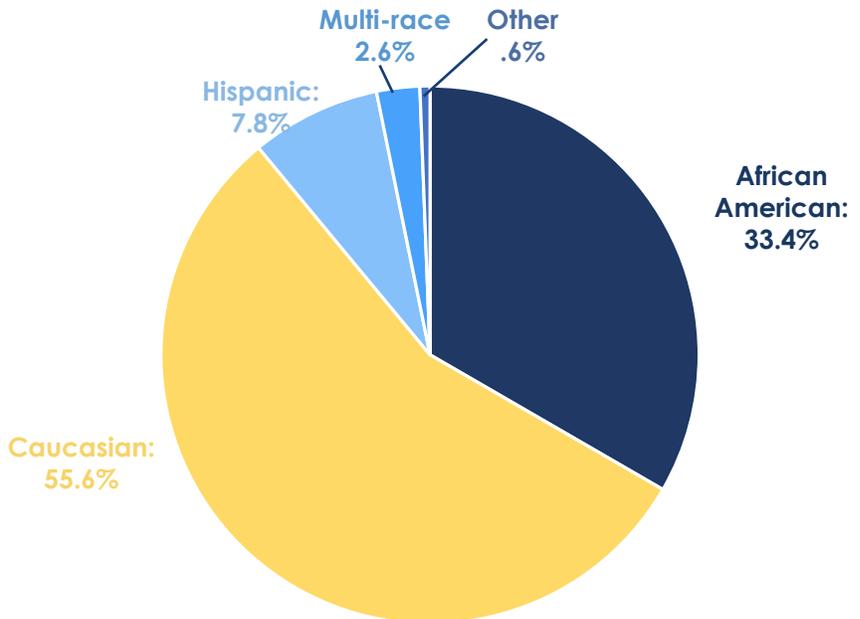
**13,277**

Received support from  
ACTS through Outreach  
Services.

**4,153**

Clients received free  
HIV Screenings and  
Health Coach Services.

Ethnicity of Clients

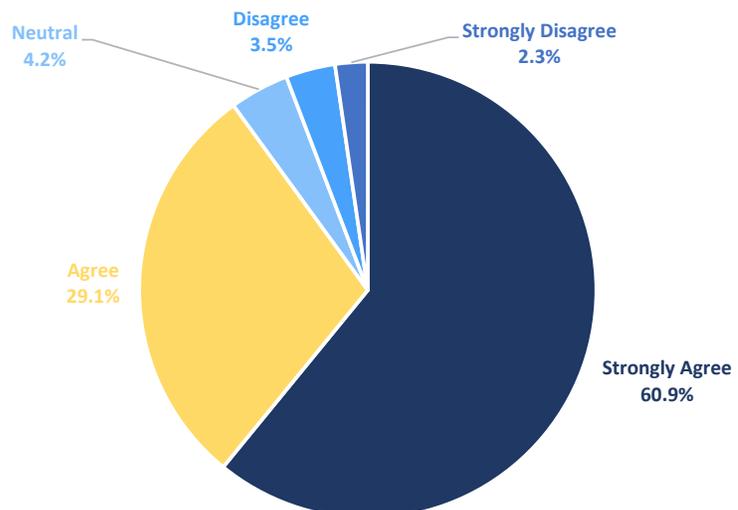


**252**

Vivitrol doses were given  
to help clients curb  
their dependence  
on opioids and other  
substances.

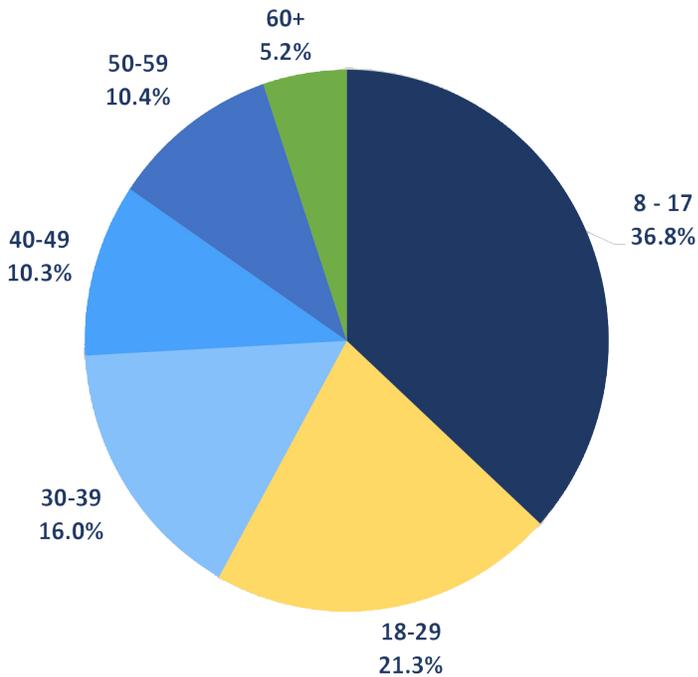
Popular substances  
used by ACTS clients  
included marijuana,  
alcohol and opiates,  
which included  
opioids, heroin and  
pain relievers.

Asked to ACTS Clients:  
I would recommend ACTS to a friend or family member.



# ACTS By The Numbers

Age of ACTS Clients



**682**

Residents were housed through the Housing Programs (shelters, transitional housing and permanent housing.) This does not include residents previously housed in ACTS permanent housing.

**3,948**

Youth went through the ACTS Juvenile Assessment Centers in either Hillsborough County or Polk County. ACTS started the first JAC more than 25 years ago in Hillsborough County.

**212**

Total Locations for ACTS including programs and housing scattered sites, with 40 tangible parcels.

**310**

Employees work across 6 counties in Florida for ACTS. During the fiscal year, the work force increased by 2.65%.

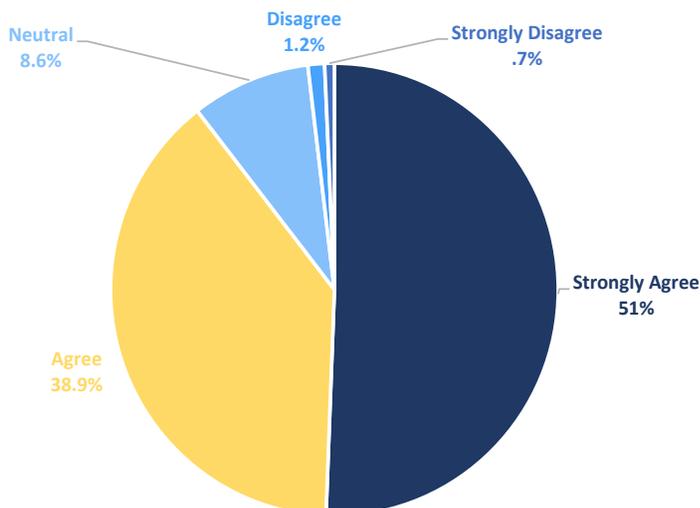
**971**

Clients received Residential Treatment through either ACTS adult or youth program.

**3,184**

Clients went through either ACTS adult or youth detox program.

Asked to ACTS Clients:  
Staff treat me with courtesy and respect.



# Year In Review



## ACTS Opens Keystone Addictions Receiving Facility

In July, ACTS opened the new Keystone Addictions Receiving Facility. The new 10-bed facility is a medically supervised inpatient short-term acute care detoxification and stabilization facility for adults with significant substance impairment or co-occurring mental health and substance use disorders. The facility is meant for short stays and is for voluntary and involuntary individuals, primarily in Pinellas County and other parts of the SunCoast region.



## ACTS Opens Sandra Prince Intermediate Care Program

The revamped and refurbished Sandra Prince Intermediate Care Program opened in October 2019. This program is a 90 – 120 day Level II AHCA Residential Treatment Program with 14 beds available to males with mental health and co-occurring substance use disorders on the Hillsborough County Health Care Plan. At an open house for the facility, County Commissioner Sandy Murman and ACTS Consultant Pharmacist Rose Ferlita spoke, as well as ACTS CEO Asha Terminello.



## ACTS in the Community

ACTS staff took part in several health fairs during 2019-20, including hosting an Open House at the Amethyst Respite Center pictured above. Other notable events include the Recovery Symposium, Hillsborough County Sheriff's Ranch Run, Hillsborough County's Healthy Living Fairs and the 8th Annual Southeastern Drug Prevention Summit.



## ACTS Activates Pandemic Alert

In March 2020, ACTS activated its Pandemic Alert in response to COVID-19. During the height of the pandemic, none of ACTS services closed. ACTS implemented all the recommended modifications to ensure our facilities were safe for our clients and staff. New techniques were created to help continue service like telehealth services throughout the programs. Staff worked together to ensure continuity of service.

## ACTS New Programs for Staff

During Fiscal Year 2019-20, ACTS created both an Employee Recognition Committee and Employee Wellness Committee to better engage with staff. Monthly, ACTS holds an anniversary luncheon to recognize staff members, as well as contests through the year at locations. The Wellness Committee held a kick-off event in January and pivoted in spring 2020 to educate staff about COVID-19.



February Anniversary Lunch

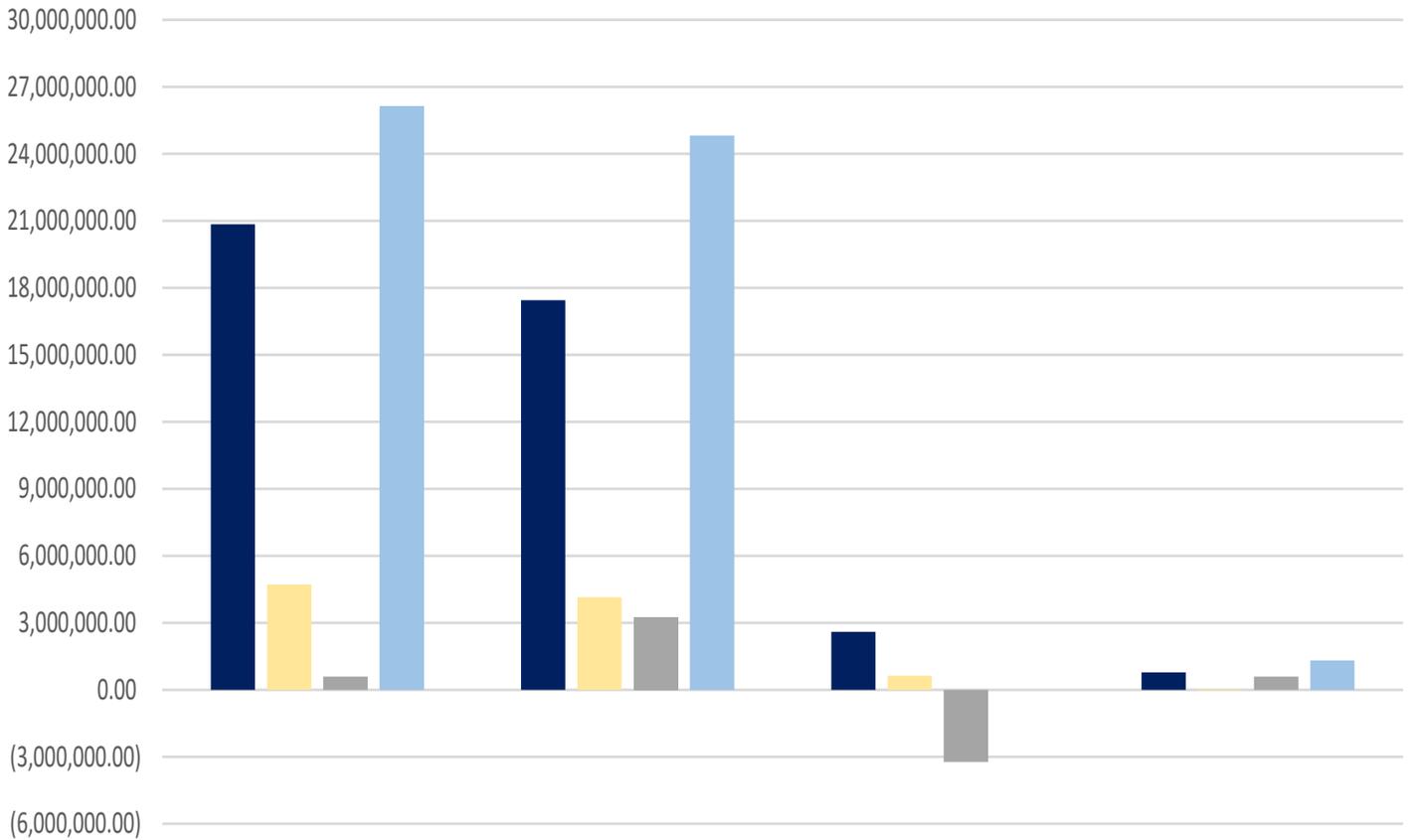


Holiday Decorating Winner

# Financial Performance

## Fiscal Year: July 1, 2019 - June 30, 2020

### Profit and Loss by Division (unaudited numbers)



	Revenue	Operating Expense	Distributed Costs*	Operation Profit
Behavioral Health	\$20,839,718.68	\$17,453,828.01	\$2,600,243.17	\$785,647.50
Housing	\$4,717,823.71	\$4,134,752.15	\$632,641.49	\$(49,569.93)
Other Included**	\$587,867.11	\$3,232,884.66	\$(3,232,884.66)	\$587,867.11
TOTAL w/ Capital Funding	\$26,145,409.50	\$24,821,464.82	-\$0-	\$1,323,944.68

\*Distributed Costs include professional development/training, central maintenance, and administration.

\*\*Other included: Gain on DOT vehicles, VA renovations, asset disposal, and forgiveness of long-term debt.



## How To Reach Us

**Phone:**

**813.246.4899**

**Online:**

**[www.actsfl.org](http://www.actsfl.org)**

**Administration Office:**

**4612 N. 56th St.**

**Tampa, FL 33610**

*Inspiring Hope...Fostering Recovery.*

