



# All Access

ACTS Employee Newsletter

August 2022

## COO Update

It is hard to believe back to school time is already here! During this time of year, we are also preparing for our CARF recertification. The process this year will be virtual with the surveyors meeting with our workforce remotely August 22 – 24.

The surveyors will meet first with the senior leadership team for the entry into the certification. From there, either myself, the QI Director and/or someone from the administrative team will visit programs that are being CARFed to provide assistance to staff and surveyors. Here are tips for programs for the day the surveyors come to you.



Cris Riviere

- Prepare a folder for the surveyor with the client orientation papers and/or handbook, program schedules, descriptions of groups and activities, and a printed program procedure manual. Even they though are remote, they still might want to see that you have these items easily accessible to clients.
- Think of some good “bragging points” – specific examples of innovative practices, evidence-based services, family engagement, satisfaction surveys and accessibility – really anything that makes your program stand out. Have a few success stories ready to share with the surveyors.
- Be willing to share some challenges, as well – especially if it is an area of expertise for your surveyor – they enjoy coaching and assisting us. The last couple of years with the COVID-19 pandemic and challenges encountered during that time might be a good place to start. Think of it like that question in job interviews when they ask you to tell them your weaknesses. Talk about something challenging and how your team has been working to improve it.
- It’s important that the surveyors know about some of the events since our last survey, like updates to Credible, Relias, new programs and technology, etc. If your program has had significant leadership, staff, or contract changes since the last survey, talk about it. These are all important events that affect programs and staff.
- Finally, relax. Smile. Take a deep breath. Surveyors are people just like you!

I want to say special thank you our entire ACTS team for all the work you have done to help get the programs ready for CARF. Special thanks to our QI team for their diligent work in making sure ACTS is prepared for CARF. If you have any questions, please reach out to your supervisor. I know ACTS is going to shine during CARF!

On a completely different note, I wanted to let you know that effective July 31, ACTS no longer run the program in Fort Lauderdale. A new company is in charge of that program, and all staff members were offered the opportunity to stay on with the program. I wish all the former ACTS staff members and the girls we served at this program the best of luck in the future.

## Anniversaries

Thank you for your service to ACTS!

Maryanna Botto	1
Omolara Lee	1
Yolanda Mobley	1
Toshiba Thomas	1
Jennifer Anderson	2
Aaron Clemons	2
Don Dolan	2
Briana Gomez	2
Brandon Jones	2
Jorge Moreno	3
Chelsea Spaethe	4
Ashley Juno	6
Stephanie Ferry	15
Lydia Ruiz	21
Latoya Coates	22



Florida’s back-to-school tax holiday begins July 25 and continues until Aug. 7, and for children’s books, continues until Aug. 14. Tax-exempt items include:

- Most school supplies selling for \$50 or less
- Clothing, footwear and accessories selling for \$100 or less
- Computers and accessories (when purchased for non-commercial and personal use) selling for \$1,500 or less

To see a complete list of items eligible, [click here](#).

## Welcome, New Employees!

- Jael Baptiste - Behavioral Health Technician - JARF
- Latoya Baptiste - Behavioral Health Technician - AARF
- Aerial Bellamy - Behavioral Health Technician - Thono
- Hailey Bynum - Health Coach
- Alyssa Ferrara - Detention Screener - JAC
- Lauren Haley - Detention Screener - JAC
- Tameka Howell - Behavioral Health Technician - Thono
- Sara Jerome - Behavioral Health Technician PRN - Drew Park
- I'Kerria Love - Health Coach
- Aurelia Mckinnon - Licensed Practical Nurse Addictions Receiving
- Anicia Rhodes-Boling - Behavioral Health Technician - AARF
- Cyanne Thao - Intake Worker - JAC

## Around ACTS

*ACTS staff took part in Welle training during July at administration.*



*Keystone Adult Residential Treatment staff and clients kicked off the July 4th weekend right with a cookout at Keystone!*



*Leadership from Florida Behavioral Health Association met with ACTS leadership to talk about issues impacting organizations like ACTS in the state.*



*Agency for Community Treatment Services, Inc. Board of Directors and Senior Leadership Team met today for both a Board meeting and recap of the previous fiscal year.*



## BACK TO SCHOOL: BE SAFE AND SMART



PICK A BACKPACK THAT IS THE CORRECT SIZE, HAS PADDED BACK/SHOULDER STRAPS AND HAS REFLECTIVE MATERIAL

USE EXTRA CAUTION AND SAFELY SHARE ROADS WITH SCHOOL BUSES, PEDESTRIANS AND BICYCLISTS



ALWAYS USE THE CROSSWALK WHEN ONE IS AVAILABLE

REMAND TEEN DRIVERS TO STAY OFF THEIR CELL PHONES WHILE TRAVELING TO SCHOOL



## KUDOS TO YOU!

*Below are Kudos that were received from clients who went through some of ACTS programs. Thanks for all the work you do on a daily basis!*

- “Thank you for giving me the opportunity to leave here with the tools I need.” (Keystone)
- “The staff were amazing help to me.” (JARF)
- “All staff were great. Everyone treated me well. I’d recommend this service to anyone.” (Sandra Prince ICP)
- “They treat everyone the same - with good respect.” (JAC)
- “The ARC helped me with change.” (ARC)