



Annual Report 2021-2022

Agency for Community Treatment Services, Inc.

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*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.

During Fiscal Year 2021 - 2022, the COVID-19 Pandemic continued to impact the organization. As with the previous year, we stayed the course and forged forward, resulting in another successful year. We adapted our service delivery models and remained fully operational all year long. We remained on Pandemic Alert Status and kept all COVID-19 safety measures and protocols in place. We were challenged by increased inflation rates and supply chain shortages, and we continued to struggle to recruit and retain members of the workforce. In spite of these obstacles, we managed to expand services, reaching more people in the communities we serve.



One of my proudest accomplishments this year was opening a much-needed COVID-19 shelter for homeless Hillsborough County residents who needed to quarantine after being released from local hospital emergency departments. These patients had nowhere to go for COVID-19 recovery. ACTS created a safe place for them on our Drew Park Campus, and our team members, in addition to working their assigned programs, covered shifts to provide care. These are the kind of actions the community has come to expect from us. Our dedicated staff pulled together to make this shelter a reality in less than a week, and we even expanded it from 10 beds to 20 beds to serve more individuals in need. The COVID-19 Shelter opened during the Delta variant surge in late August 2021 and stayed open until October 2021.

Additionally, we were proud to partner with the Tampa Police Department to implement the first Mental Health Co-Responder Program in Tampa. Our clinicians team up with officers in response to crisis calls. Case managers from ACTS and other behavioral health organizations help complete the model. Finally, we expanded capacity from 6 beds to 20 in our AHCA licensed Intermediate Care Program located at 131st Avenue. This program serves Hillsborough County residents with mental health disorders and co-occurring substance use disorders and gives us the opportunity to grow in that area.

This was a year to focus on employee salaries and facility improvements. Adjustments to salaries were made within the last 12 months after a Market Rate Analysis was completed. Each job group was brought to or above current market rate ensuring that ACTS offers competitive salaries for all job groups. Several programs received extensive renovations and new furniture, and agency "colors" were established as the first step to rebranding. All facilities are now associated with ACTS colors, strengthening the identifiability of our service locations by improving brand awareness in the community.

As we close this fiscal year and head into the next, we know that we may continue to be impacted by the challenges of this past year, but we remain optimistic about our future. We are committed to our mission of healing individuals and families affected by substance use disorders and related mental health conditions. The dedication of ACTS leadership team, front-line staff, and our board of directors is incomparable. I look forward to continuing to partner together to provide the best treatment to our community for many years to come.

Asha B. Pereyra
CEO



Array of Services

Crisis Care

Detoxification is the first step on the road to recovery. Our Detox Program for both adults 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 and the Juvenile Addictions Receiving Facility.

Outpatient Services

Outpatient Services is to accommodate individuals by allowing them to remain in their homes and be able to work or attend school while in treatment. Programs associated with Outpatient Services include Outpatient Detox, Outpatient Assessment, Aftercare, Medication Management, Medication Assisted Therapies, Intensive Outpatient Program and Traditional Outpatient Program.

Residential Treatment

ACTS Residential Treatment Programs are healthcare facilities providing evidence-based treatment for substance use and co-occurring disorders for both youth and adults. Programs include Keystone Residential Treatment Program in Tarpon Springs, two Intermediate Care Programs in Tampa, a program for veterans at Drew Park, the Amethyst Respite Center in Tampa and Youth Residential Treatment in Thonotosassa.

Housing

ACTS Housing Division provides evidence-based housing intervention programs that combines affordable housing assistance with wrap-around supportive services for individuals experiencing homelessness, as well as other individuals with disabilities. Programs include Community Support Services, Emergency Bridge Housing and the HEART program in both Hillsborough and Polk Counties.

Justice Services

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

All ACTS programs work closely together to provide the best continuum of care for the persons we serve.

ACTS By The Numbers

7,948

Treatment Admissions

↓2.3% from last year

71.8% - Male
28.2% - Female

29.14

Average Age of
Persons Served

Youngest: 10 Years Old
Oldest: 83 Years Old

3,391

Youth served by Juvenile
Assessment Centers in
Hillsborough and Polk
Counties.

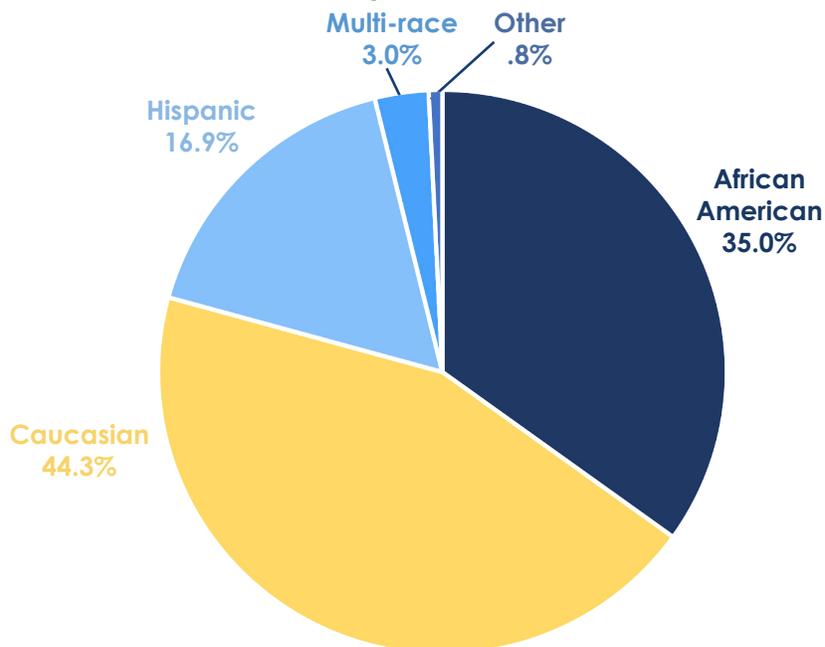
↑6.9% from last year

278

Team members worked
across 6 counties in Florida
in FY 21-22.

75.4% - Female
24.6% - Male

Ethnicity of Persons Served



12,860

served in Outreach.

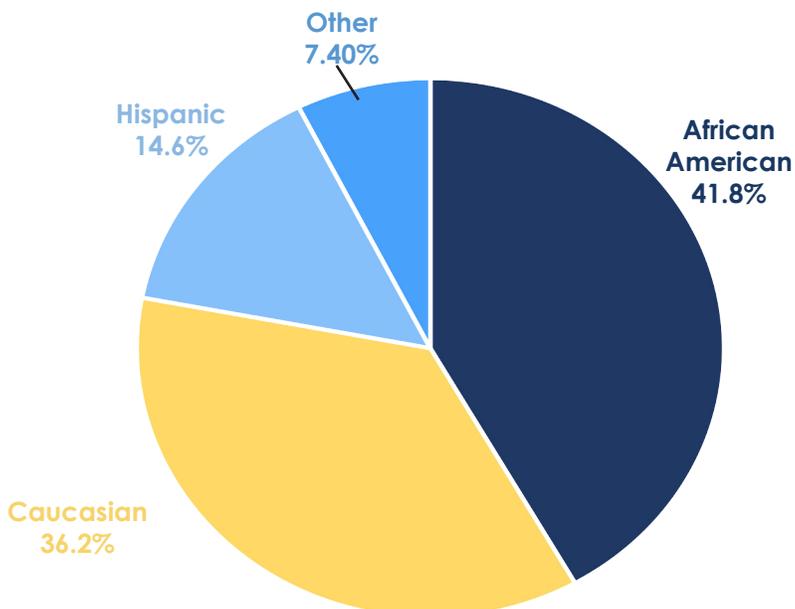
↓4.9% from last year

2,924

served in Detox.

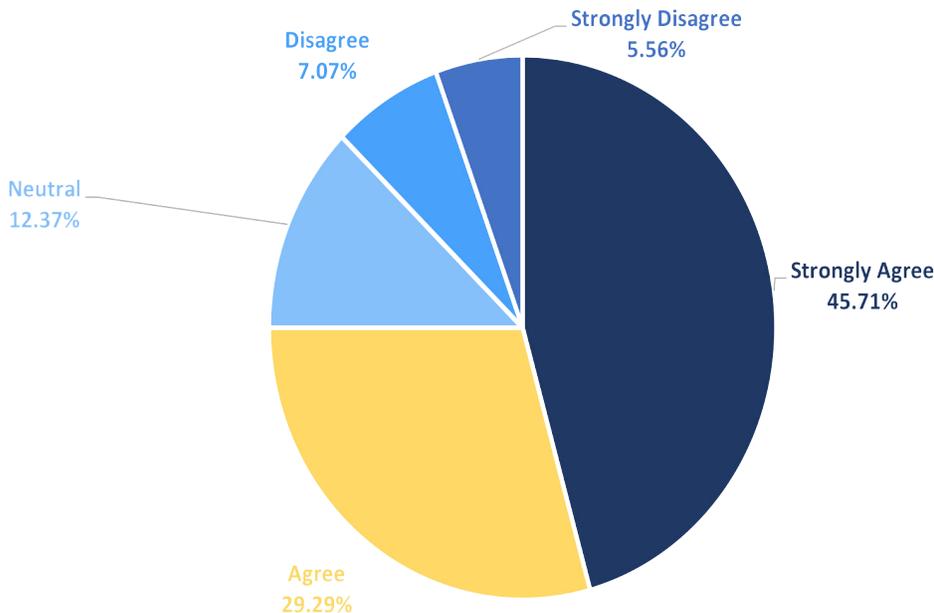
↓13.5% from last year

Ethnicity of Team Members



ACTS By The Numbers

Survey of Persons Served:
I would recommend ACTS to a friend or family member.



381

Persons housed through Emergency Bridge Shelters, transitional housing and permanent housing.

90.6%

of persons served surveyed said they strongly agree or agree they were able to participate in developing their treatment goals.

4,230

HIV Tests were administered and safe sex education provided by health coaches.

↑9.5% from last year

1,649

Boxes of NARCAN distributed to prevent opioid overdoses.

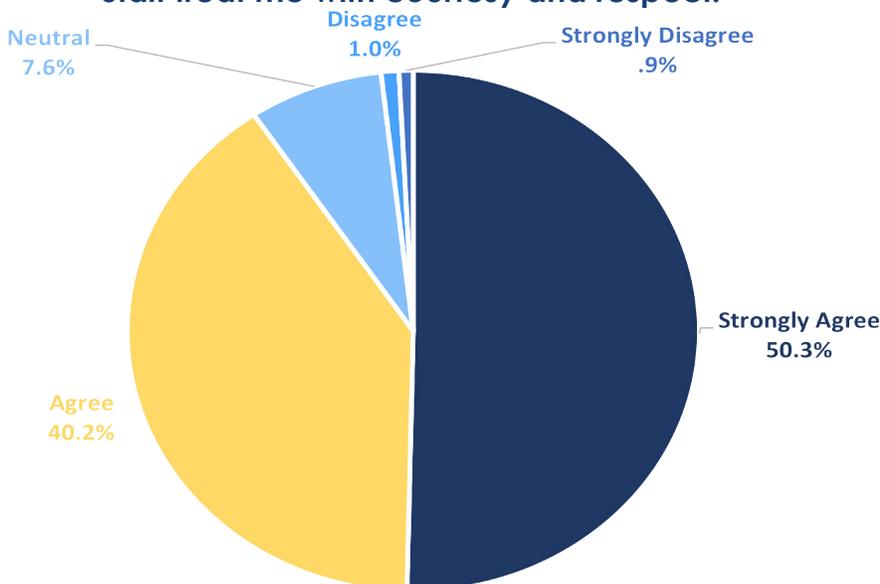
↑122.2% from last year

85.75%

of youth successfully completed treatment services.

↓.71% from last year

Survey of Persons Served:
Staff treat me with courtesy and respect.



69.75%

of adults successfully completed treatment services.

↑5.21% from last year

Financial Summary

Fiscal Year 2021 – 2022

Revenue

**\$27.90
Million**

↑ **\$.49M**

Expenditures

**\$26.80
Million**

↑ **\$2.44M**

Assets

**\$18.81
Million**

↓ **\$.29M**

Liabilities

**\$4.54
Million**

↓ **\$1.17M**

Net Assets

**\$14.27
Million**

↑ **\$.87M**

↑ or ↓ denotes increase or decrease since previous fiscal year

Our employees are our most valuable asset. To recognize team members for their work anniversaries, luncheons were held bi-monthly with executive leadership.



Year In Review



July 2021

As part of ACTS Wellness Initiative, we held bi-monthly blood drives at the administration building in Tampa. Our team members helped 87 people with blood donations.



January 2022

Thank you to the Homeless Outreach Team at Hillsborough County Sheriff's Office who donated washers, dryers, refrigerators and other household items to ACTS housing programs.



August 2021

Renovations at our facilities were paramount this year. ACTS demolished the property in front of the Emergency Bridge Shelter on Nebraska Ave. with plans to rebuild.



February 2022

ACTS staff members attended meetings and committees both locally and state-wide. Here, COO, Cris Riviere, met the new Department of Juvenile Justice Secretary, Eric Hall, in Tallahassee.



September 2021

ACTS opened a COVID-19 shelter with 20 beds for community members being discharged from the hospital with no safe place to go.



March 2022

CEO, Asha Pereyra, celebrated 30 years with the agency. She was surprised with a lunch with members of the board of directors and senior leadership.



October 2021

Florida Department of Children and Families staff visited ACTS. Here are External Affairs Director, Meghan Collins, and Assistant Secretary, Erica Floyd Thomas.



April 2022

Facing a workforce crisis, ACTS held two career fairs in Spring 2022 to recruit new team members for the agency.



November 2021

For the Thanksgiving holiday, team members received a gift card and a mini pie as a thank you. Also, programs celebrated with the persons served at each location.



May 2022

ACTS participated in community events throughout the year providing information about our services to the public. Marketing Director, Ashley Juno, attended more than 20 events.



December 2021

Team members gathered to celebrate the holidays together. Programs were encouraged to decorate for the holidays.

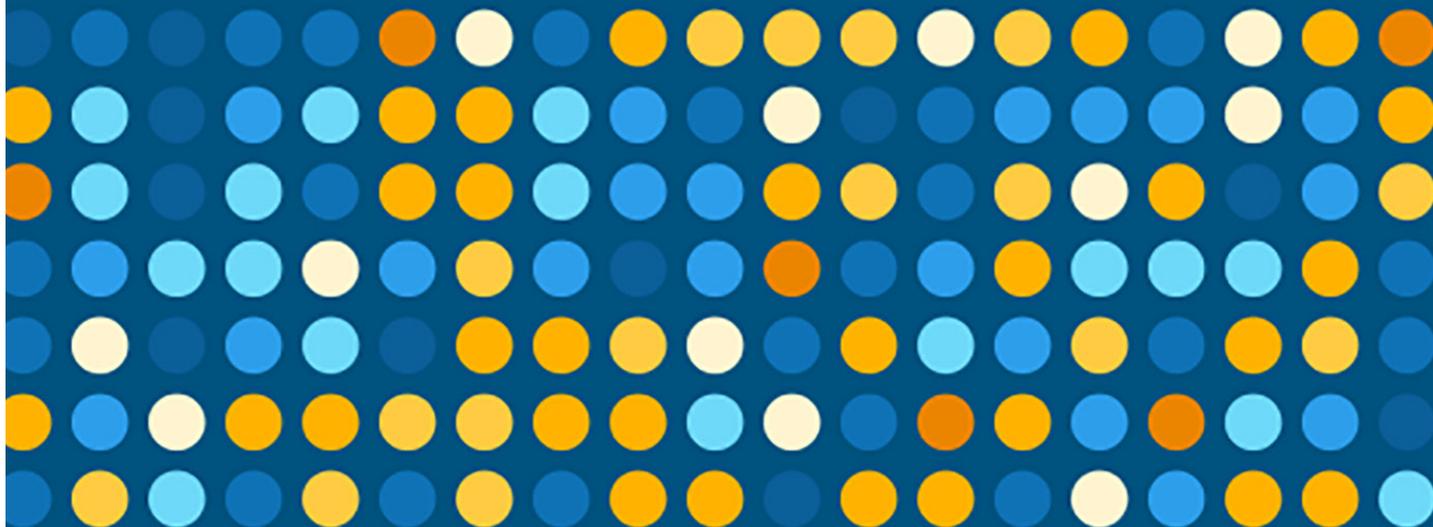


June 2022

Throughout the year, ACTS Employee Recognition Committee treated employees to tokens of appreciation – here team members at the AARF received donuts in honor of Donut Day.



Inspiring Hope...Fostering Recovery.



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