

Agency for Community Treatment Services, Inc.

**ANNUAL REPORT
2018 - 2019**



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MANAGEMENT TEAM

Asha Terminello, MS
Chief Executive Officer

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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.

Fiscal Year 2018 – 2019 was a year of transition at ACTS. Last fall, the ACTS Board of Directors entered into a Management Agreement with an outside organization with the possibility of a merger. During the due diligence process, the Board decided against moving forward with the merger and I was appointed as the CEO of the Agency. I thank the Board for their commitment to both the Agency and myself as we continue to serve our community.



ACTS had a very successful year in 2018 – 2019. Some of the highlights included:

- Established an Intensive Outpatient Program at the 56th Street location.
- Expanded our Medication Assisted Treatment Services.
- Implemented a pilot project in collaboration with USF to utilize MySafeRX for MATS.
- Successfully completed our CARF Survey with another three year accreditation.

As we enter the next fiscal year, ACTS will continue to explore expansion of our core services, such as:

- Crisis Care
- Outpatient Services
- Residential Treatment

I am extremely proud of the hard work and dedication of our team members here at ACTS. I look forward to leading ACTS into the future as we can continue the great work of this Agency for many years to come.

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, 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 and Medication Assisted Therapies.

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, Veterans Recovery Support Service, and Youth Residential Treatment at Thonotosassa.

Housing

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

Other Services

Other Services: ACTS also offers a variety of programs to those in the community including the Juvenile Assessment Centers, a group home for teen girls in Broward County, and serves as a collection site for those who need drug testing and monitoring.

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

ACTS By The Numbers

14,366

Treatment Admissions
for Service

68.5% - Male
31.5% - Female

27.5

Average Age of Client

Youngest Client:
9 Years Old
Oldest Client:
78 Years Old

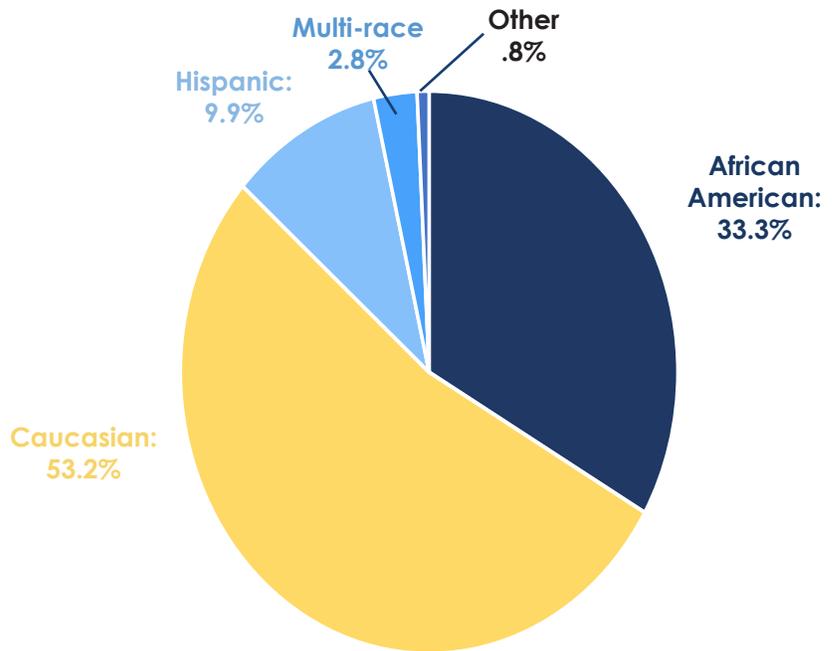
9,947

Received support from
ACTS through Outreach
Services.

14,197

Specimens Collected
at ACTS Drug Testing Lab.

Ethnicity of Clients

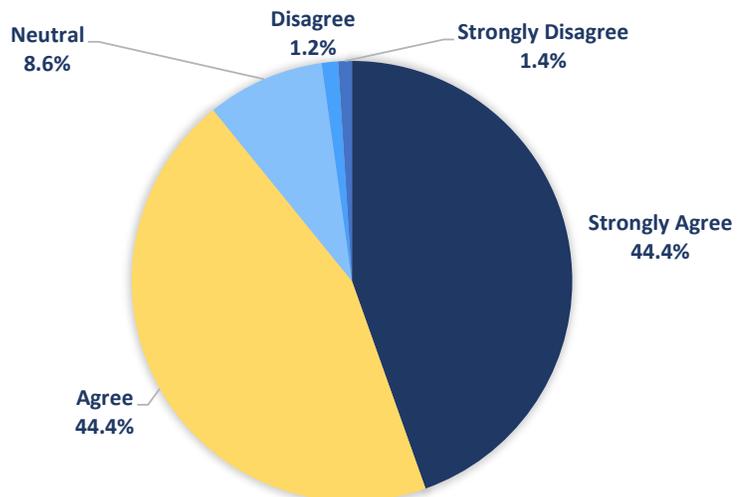


249

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

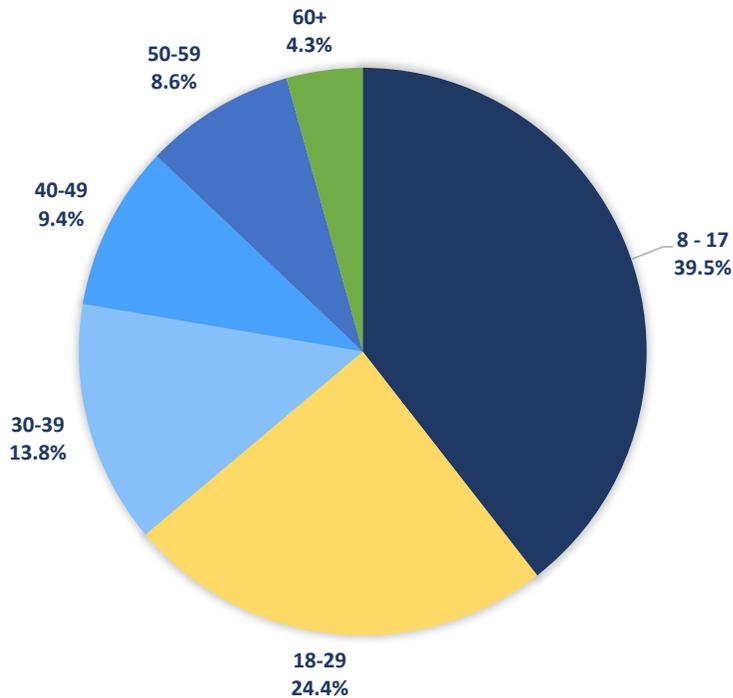
Popular substances
used by ACTS clients
included marijuana,
alcohol and opiates,
which included
opioids, heroin and
pain relievers.

Asked to ACTS Treatment Clients:
The services provided by ACTS have caused significant
improvements in my (or my child's) life.



ACTS By The Numbers

Age of ACTS Clients



966

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

3,107

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.

214

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

302

Employees work across 7 counties in Florida for ACTS. During the fiscal year, the work force increased by 2%.

3,999

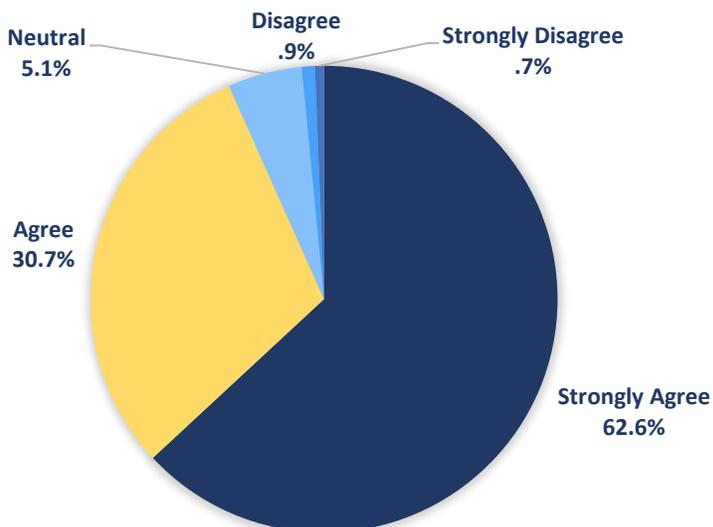
Clients received HIV Screenings and Health Coach services while receiving treatment.

2,251

Clients went through either ACTS adult or youth detox program.

Asked to ACTS Housing Clients:

I believe I am making progress towards my goals.



Year In Review



ACTS Celebrates 40 Years

In November, ACTS held a special celebration in honor of its 40th anniversary with all employees receiving polo shirts to mark the occasion, as well as a special breakfast and lunch on the anniversary date. ACTS also hosted a Community Resource Fair attended by more than 100 people on the day of the anniversary. We look forward to serving our community for many more years to come.



ACTS in the Community

ACTS staff took part in several health fairs during 2018-19, including hosting a Homeless Outreach at our Firemen's Hall attended by more than 230 homeless people in September pictured above. Other notable fairs include the Men's Health Forum by Moffitt Cancer Center, Operation Stand Down, Mayor Bob Buckhorn's Holiday Party & Non-Profit Showcase and the 7th Annual Southeastern Drug Prevention Summit.

Leadership Change at ACTS

ACTS Board of Directors announced the change in leadership for two roles at the agency. Asha Terminello has been appointed to the role of Chief Executive Officer (CEO) from Chief Operating Officer (COO). Asha has worked at ACTS for more than 25 years in a variety of roles, and has been the COO for more than 10 years elevating treatment programs during her tenure at ACTS. With Asha moving into the CEO role, Cris Riviere was named the COO for the Agency. Congratulations, Asha and Cris!



ACTS is Re-Certified by CARF

ACTS received notice from Commission on Accreditation of Rehabilitation Facilities (CARF) that all previously certified programs were re-certified through June 30, 2022. In addition, three new programs were certified: Intensive Outpatient Treatment, Community Housing and Supported Living. Four surveyors were at ACTS for three days in June and looked at more than 1,900 standards combined throughout all of the programs.

Awards



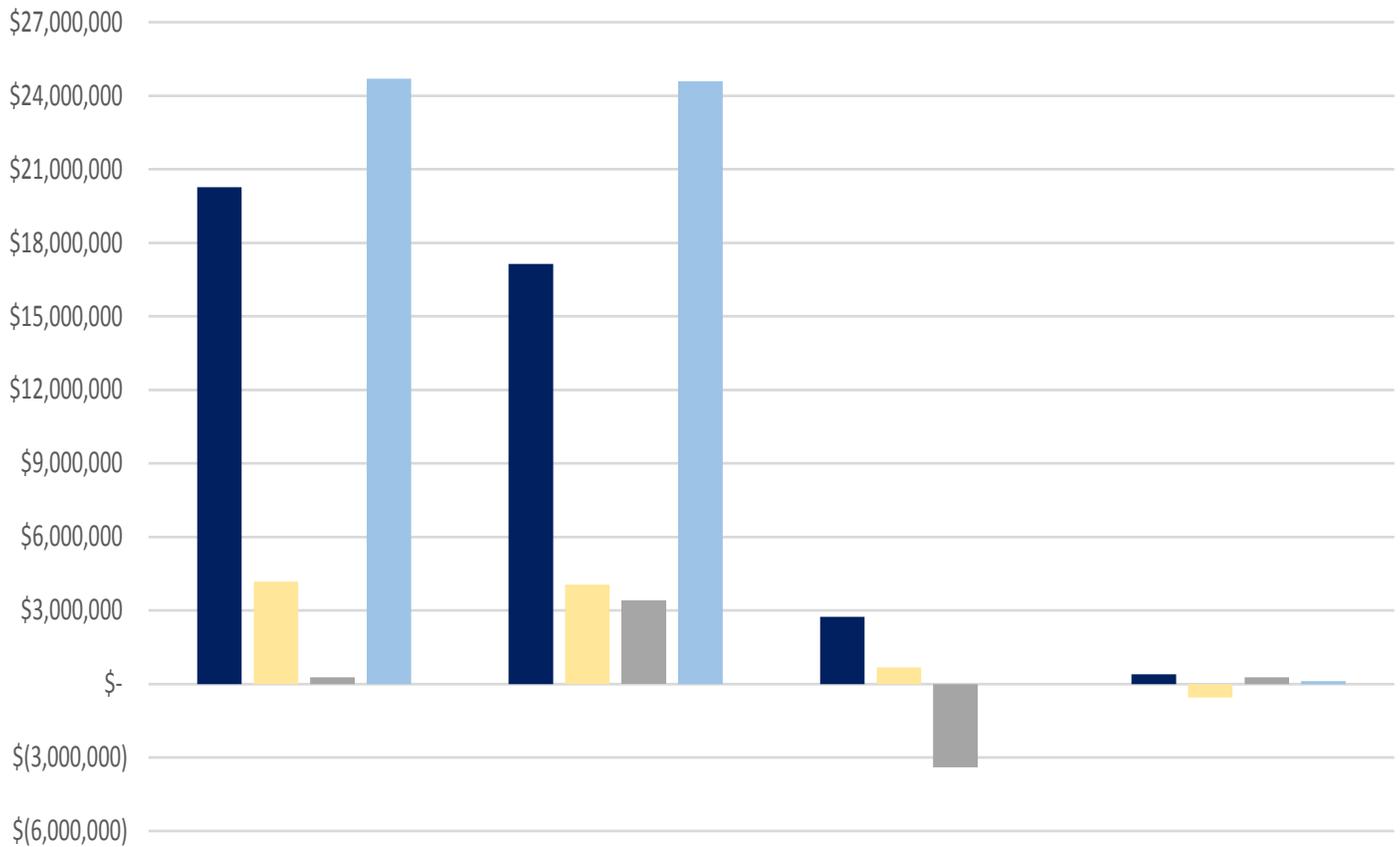
- ACTS Housing Program won the HEART for the Homeless Award by Housing & Education Alliance
- ACTS won the Richard Brown Community Service Award from HCADA
- ACTS was recognized at the One Tampa Bay Award
- ACTS received a 5 Star Award from Central Florida Behavioral Health Network
- ACTS receives grant from Publix Super Market Charities to update kitchen at Firemen's Hall

Financial Performance

Fiscal Year: July 1, 2018 - June 30, 2019

During the last fiscal year the unaudited numbers show total assets increased \$780,000 (current assets of \$6,448,000 and capital assets of \$6,446,000 totaling \$12,894,000. EBITDA is \$1,088,000.

Profit and Loss by Division (unaudited numbers)



	Revenue	Operating Expense	Distributed Costs*	Operation Profit
Behavioral Health	\$20,263,647	\$17,130,667	\$2,734,311	\$398,669
Housing	\$4,167,021	\$4,053,522	\$670,111	\$(556,612)
Other Included**	\$265,650	\$3,404,422	\$(3,404,422)	\$265,650
TOTAL w/ Capital Funding	\$24,696,318	\$24,588,611	-\$0-	\$107,707

*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

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Inspiring Hope...Fostering Recovery.

