



ACTS

AGENCY FOR
COMMUNITY
TREATMENT
SERVICES

Inspiring hope...fostering recovery.

Annual Report
2023-24





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TREATMENT
SERVICES

Making A *Positive Impact* Since 1978

Mission

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.

Vision

To inspire hope, foster recovery and promote wellness for those in need of behavioral health services.

Values

Innovation • Collaboration • Accountability • Responsiveness • Excellence • Customer Service

A Letter FROM OUR CEO

As we wrap up Fiscal Year 2023-2024, I am proud to reflect on a year of remarkable progress and to look ahead with optimism. Thanks to our dedicated team and the support of the Board of Directors, we have achieved significant milestones:



- **ACTS Clubhouse:** Opened on November 1, 2023, this facility now supports over 100 members from Hillsborough County on their mental health recovery journeys.
- **Adult Residential Program:** Located in Tampa, this DCF Level II program provides essential support for individuals facing substance use challenges.
- **Therapeutic Group Home:** Since February 2024, we have offered comprehensive care for youth with moderate to severe psychiatric, emotional, or behavioral disorders.
- **Mobile Medication Assisted Treatment Program:** Launched with a grant from DCF in May 2024, this initiative expands our community outreach significantly.
- **Rebranding:** Our new logo reflects our growth and commitment, aligning our four service divisions—substance use, mental health, housing, and justice—toward making a positive impact.

We have strategically positioned ourselves for future growth. Notably, in September 2023, we co-located the Juvenile Addictions Receiving Facility with the Adult Addictions Receiving Facility in Tampa. In November 2023, our Outpatient Program relocated to the Juvenile Assessment Center, paving the way for an exciting new Outpatient Program on the same campus. Additionally, we relocated our Administration to Buschwood Park in May 2024.

Looking ahead, I am excited about the opportunities before us. Our plans include further developing the mobile medication assisted treatment program, breaking ground on the new outpatient facility, renovating the Therapeutic Group Home/HEART building, and pursuing certification as a Certified Community Behavioral Health Clinic (CCBHC).

I want to extend my heartfelt gratitude for your trust and support. It is an honor to serve as your CEO, and I look forward to working together to achieve our goals and continue making a lasting impact for those we serve.

Asha B. Pereyra
CEO

BOARD OF DIRECTORS

Patrick Mazza
President

Sharon Carter
Vice-President

William Hirsch
Treasurer

Cynthia Parsons
Secretary

Chief James Bradford
Colonel Anthony Collins
Joseph Edwards
Gary Ennis
Frederick "Ricky" Hearn
Jeff Paulk
Tom Skelly

EXECUTIVE LEADERSHIP TEAM

Asha Pereyra
Chief Executive Officer

Beth Ann Sanders
Chief Financial Officer

Cris Riviere
Chief Operating Officer

SENIOR LEADERSHIP TEAM

Robert Pereyra
Senior Director of Human Resources

Melinda Rodgers
Senior Director of Finance

Janice Zengotita
Senior Director of Quality Management

Howard Andrews
Information Technology Director

Ashley Juno
Marketing Director

Mike Provenzano
Community Development Director

Maggie West
Property Management Director



Comprehensive Care

Our Services at a Glance



CRISIS CARE

Immediate care for individuals in acute crisis situations, ensuring their safety and stabilization.



RESIDENTIAL TREATMENT

24/7 care in a supportive environment for those requiring a higher level of support and structure.



OUTPATIENT SERVICES

Flexible treatment options that allow individuals to receive care while maintaining their daily routines.



SUPPORTIVE HOUSING

Safe, stable housing with treatment and support services to help individuals transition to independent living.



JUSTICE SERVICES

ACTS operates two Juvenile Assessment Centers and provides community-based justice programs for individuals with mental health and substance use disorders.



ACTS CLUBHOUSE

ACTS Clubhouse is a community for adults with mental illness, where members engage in productive activities that contribute to daily operations, fostering purpose and belonging.

Funding Hope - ACTS Fiscal Year Review

Revenue

**\$31.64
Million**

↑ **\$2.36M**

Expenditures

**\$28.66
Million**

↑ **\$1.31M**

Assets

**\$25.65
Million**

↑ **\$4.88M**

Liabilities

**\$6.36
Million**

↑ **\$1.79M**

Net Assets

**\$19.29
Million**

↑ **\$3.08M**

↑ or ↓ denotes increase or decrease since previous fiscal year

At ACTS, our employees are our most valuable asset. To celebrate team members' work anniversaries, bi-monthly luncheons were held with executive leadership.



ACTS Positive Impact *in Numbers*

7,687

Admissions

↓7.4% from last year

70.2% - Male
29.8% - Female

28.6

Average Age of
Persons Served

Youngest: 9 Years Old
Oldest: 83 Years Old

252

Team members worked across 5
counties in Florida in FY 23-24

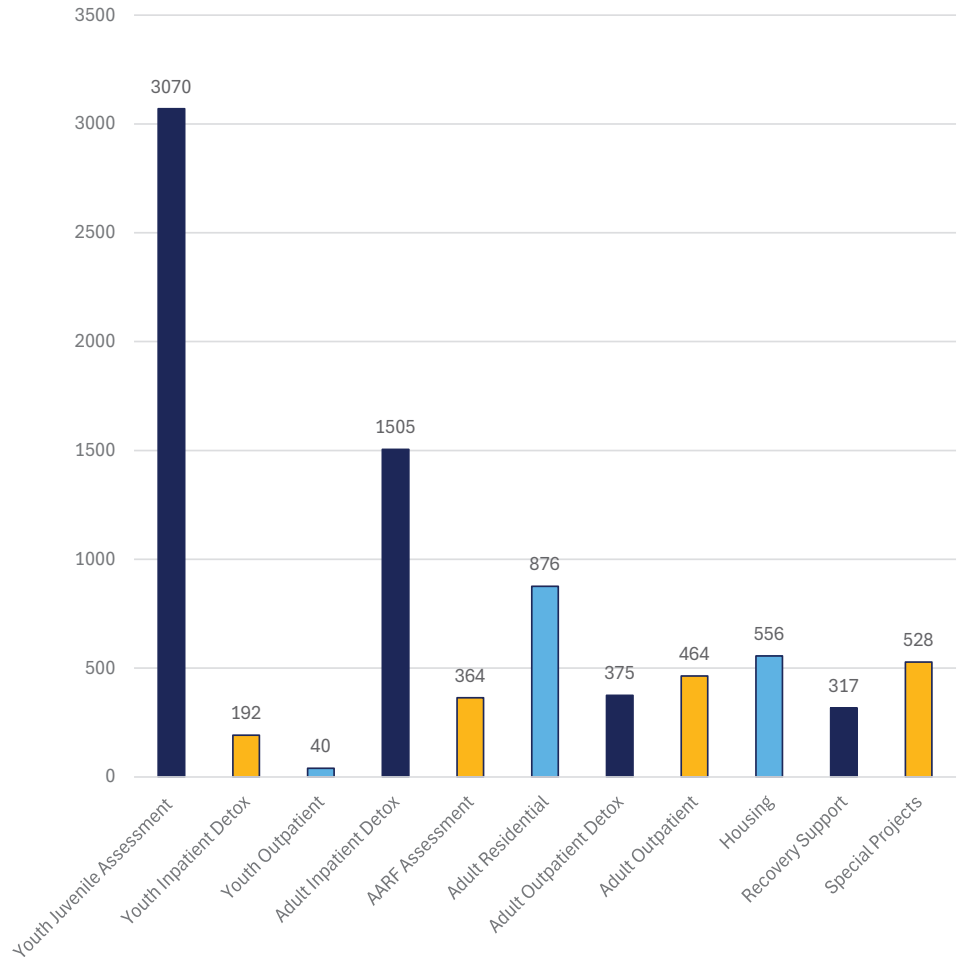
↑7.7% from last year

73.8% - Female
26.2% - Male

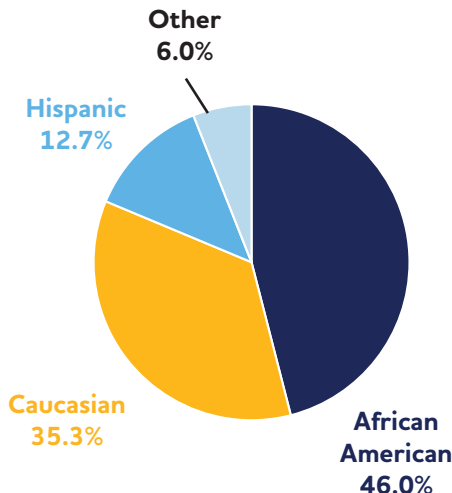
91%

Individuals surveyed
strongly agree or agree
that team members treat them
with respect.

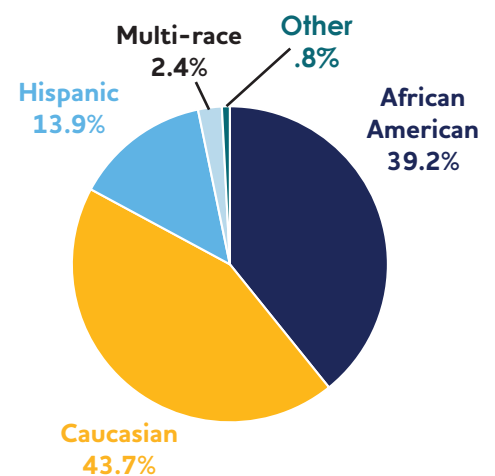
Individuals Served By Service Line



Ethnicity of Team Members

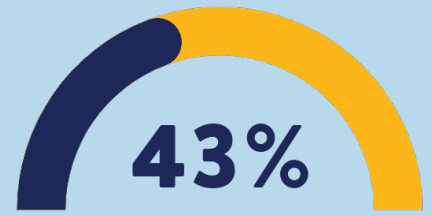
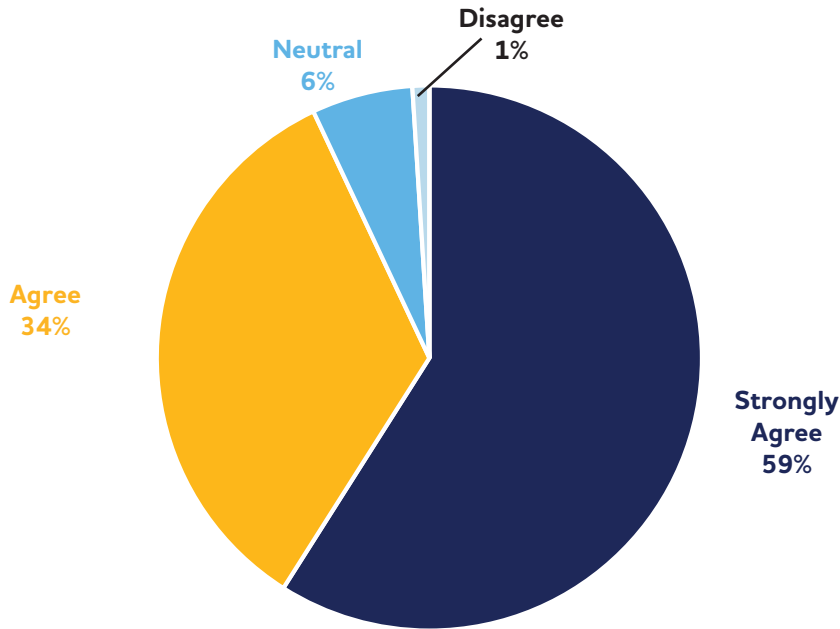


Ethnicity of Persons Served



ACTS Positive Impact *in Numbers*

Survey of Persons Served:
Overall, I am satisfied with the services I am receiving from ACTS.



of Individuals were able to access care the same day. 87% started care the same week, and 97% started care the same month.



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

9,978

Served through Outreach.

↑22.8% from last year

2,779

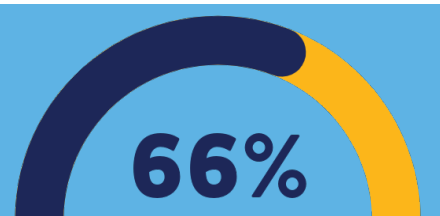
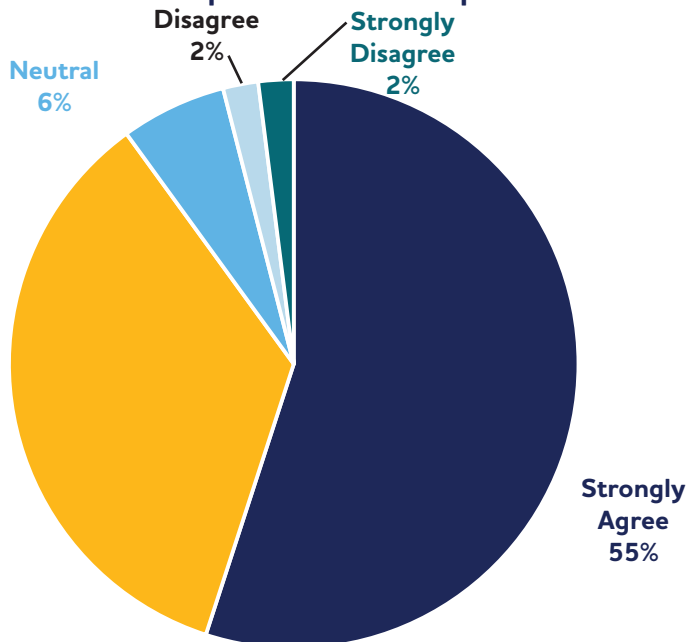
Boxes of NARCAN distributed to prevent opioid overdoses with 17 confirmed deployments.

↑3.4% from last year



of youth successfully completed their treatment episode.
↑49% above the benchmark number

Survey of Persons Served:
The services provided have helped me.



of adults successfully completed their treatment episode.
↑15% above the benchmark number

FY23-24: Milestones and Achievements



JULY 2023

The ACTS Senior Leadership Team met with the ACTS Board of Directors to review the achievements of the past fiscal year and provide updates on the agency's strategic plan.



OCTOBER 2023

ACTS hosted a Ribbon Cutting Ceremony at the ACTS Clubhouse, welcoming the community to explore the facility. The Clubhouse supports adults in their mental health recovery journey, officially opened its doors to members on November 1, 2023.



AUGUST 2023

ACTS Senior and Program Leadership proudly participated in the Florida Behavioral Health Association Conference in Orlando. The event provided an excellent opportunity to collaborate with industry leaders and gain valuable insights to further enhance our programs and services.



NOVEMBER 2023

ACTS hosted an open enrollment and wellness fair for all team members, providing valuable information on upcoming health benefit changes for 2024.



SEPTEMBER 2023

In celebration of Recovery Month, ACTS hosted an open house at our new Adult Residential Treatment Program in Tampa, which included tours of the program.



DECEMBER 2023

Team members celebrated the holidays with the ACTS Board at a festive holiday party. Programs were invited to embrace the spirit of the season by decorating their spaces.

FY23-24: Milestones and Achievements



JANUARY 2024

ACTS participated in over 35 community events throughout the year to raise awareness about our services. Here, Marketing Director Ashley Juno, is at a Hillsborough County Healthy Living Event in Tampa.



APRIL 2024

Our Administration Team has been busy preparing for the upcoming move to our new office in May. 4612 N. 56th Street in Tampa has been ACTS Administration Hub for more than 20



FEBRUARY 2024

ACTS hosted a Ribbon Cutting Ceremony for its new Therapeutic Group Home, which offers residential group care. The event was attended by ACTS Leadership and Board Members.



MAY 2024

ACTS Administration moved to its new location at Buschwood Park in Tampa to be more centrally located to the programs we serve. We also unveiled our new logo to the community.



MARCH 2024

For Employee Appreciation Day, we surprised our cool employees with sunglasses and cooling towels as a small token of appreciation. Here, team members from the Addiction Receiving Facility in Tampa show off their gifts.



JUNE 2024

Two ACTS staff members joined the 30+ year club this fiscal year: Robert Pereyra (30 years) and Mike Provenzano (30 years). Other members of ACTS 30-year employment club are Beth Ann Sanders (36 years), Hayward Davis (35 years), Asha Pereyra (32 years), and Lonnie James (31 years).

A Journey to a *Brighter Future* Therapeutic Group Home Success Story

One of our most heartwarming success stories this year is of a young man whose life took a positive turn after spending just a few months with us at the Therapeutic Group Home. When he first arrived, his future seemed uncertain. But with the support and guidance from our TGH team, he was able to take the next steps toward a stable, productive life. Upon his discharge, he enrolled in Job Corps, an achievement that filled both his mother and our staff with pride.



His mother, with tears in her eyes, expressed how much our support meant to her and her son. “You saved him,” she said, explaining that without our program, he wouldn’t have been clean or able to seize the opportunity to join Job Corps.

Since then, his journey has continued to evolve. Though he initially entered Job Corps with the goal of becoming an electrician, he soon found his true calling and switched his studies to the medical field, a path more aligned with his compassionate personality. His mother shared that he is thriving—staying clean, following the rules, and focusing on his studies and future. She expressed her deep gratitude to our staff, recognizing how much we poured into her son’s growth.

This story is a testament to the dedication of our team and the life-changing impact we have on the individuals and families we serve, not only at the Therapeutic Group Home but at all of our programs.

A Safe Haven for *Healing* Michael’s Journey at ACTS Clubhouse

Michael’s path to recovery began when he joined the ACTS Clubhouse, a new program launched in November 2023 to support adults seeking mental health recovery. After struggling for years with addiction, depression, and isolation, it wasn’t until Michael joined the Clubhouse that his healing truly began.



“Some people look up to me in a way because I can relate to them,” Michael said, finding purpose in connecting with other members who share similar experiences. “Being here helps me not feel alone,” said Michael.

At the Clubhouse, staff work side by side with members to help them reach personal goals without traditional psychiatric services. For Michael, the power of the Clubhouse lies in the sense of community. The focus within the Clubhouse is on supporting one another and moving forward.

In June 2024, ACTS Clubhouse held its first fundraiser, and Michael, alongside his grandmother Rose, shared his story as a guest speaker. Now working full-time at a local business, Michael knows he still has the ACTS Clubhouse family by his side, as membership is for life, with no time limits.

Michael’s journey shows the transformative power of belonging, community, and the lifelong support found at ACTS Clubhouse - where our members All Come To Shine.

In Their Words: The *Positive Impact* of ACTS

Quotes from Individuals Served

"Thank you for giving me a fresh start to life."

- Adult Addictions Receiving Facility Client

"I am looking forward to maintaining sobriety."

- Outpatient Client

"I thank you for giving me the chance to better myself."

Adult Residential Treatment Resident - Tampa

"Thank the entire staff for helping me out. They all helped me get my life on track. The program has helped make my life worth living again."

- HEART Program Resident

"I have been offered a huge opportunity to pick up the pieces of my life and start to live healthy and drug free."

- ARC Resident

"I have grown in so many ways since I have been at ACTS."

- ICP 131st Resident

"All the staff here were always nice to me. This place was just what I needed to get myself back together."

- Wraparound Housing Resident

"This is my second time at Keystone and I would recommend it to anyone I know that needs help with substance abuse or mental health. They have helped me change my life."

- Adult Residential Treatment Resident-Keystone

"Thank you for helping me save my life!!"

- Outpatient Detox Client

"Thank you for helping me through my hard situation and for showing me love and support."

- JAC Client

"Very grateful for the program and the help that it provides. Without it, I would still be homeless."

- Polk Housing Resident

"All of the staff here have helped me a ton with my mental health. I would recommend ACTS to anybody and everybody."

- ICP Sandra Prince Resident



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