"How wonderful it is to need nobody..."

- Anne Frank

Annual Report 2020
2020 was a year that brought significant challenges to ACTS. However, the resiliency of staff members who went above and beyond their charged call to bring relief to our community is clearly shown through the results of this past year. In a year that brought record numbers of families calling on ACTS for support, our team met those demands with grace, perseverance, and a commitment to fulfilling our mission.

COVID-19 has had a devastating effect on our community. We have seen record numbers of clients seeking utility and rent assistance. Our Hunger Prevention Center went from serving 100 clients a week to over 80 clients a day at the peak of the crisis! Our crisis hotline saw call times lengthen, and our Crisis Listeners were suddenly responding to more and more calls where COVID-19 was the primary or secondary issue. Our volunteer force was dramatically reduced due to our adherence to CDC guidelines and protocols; yet, no one who sought help was turned away.

Looking back on 2020, it is easy to focus on the negatives. However, ACTS has been able to form new partnerships, expand services, innovate, and even grow over the past 12 months. In all, the ACTS family has persevered through obstacles that have forced other non-profits to shutter their doors. Thanks to the overwhelming generosity of our donors and the effusive support of those who have recognized the importance of the work of ACTS, we have been able to achieve a level of success previously unimagined. It is only through the grace of our supporters that we have set new benchmarks within our levels of service, making us poised to come out the other side of COVID-19 even stronger than before. Hats off to all of us for pushing through 2020!
**REVENUE & EXPENSES**

### REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>%</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>In-Kind Income</td>
<td>48%</td>
<td>4,031,706</td>
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<tr>
<td>Grants</td>
<td>30%</td>
<td>2,515,841</td>
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<tr>
<td>Contributions</td>
<td>19%</td>
<td>1,629,513</td>
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<tr>
<td>Fundraising Event Income</td>
<td>1%</td>
<td>115,101</td>
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<tr>
<td>Thrift Store Sales</td>
<td>1%</td>
<td>61,965</td>
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<tr>
<td>Other Income</td>
<td>1%</td>
<td>39,170</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td>100.00%</td>
<td>8,393,296</td>
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### EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>%</th>
<th>Amount</th>
</tr>
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<tbody>
<tr>
<td>Human Services</td>
<td>70%</td>
<td>5,692,193</td>
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<tr>
<td>Trauma Services</td>
<td>16%</td>
<td>1,316,966</td>
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<td>Thrift Store</td>
<td>5%</td>
<td>376,800</td>
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<tr>
<td>Management and General</td>
<td>8%</td>
<td>607,588</td>
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<tr>
<td>Fundraising</td>
<td>1%</td>
<td>89,037</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>100.00%</td>
<td>8,082,584</td>
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</tbody>
</table>

In a year when we saw incredible need in our community, we also saw incredible generosity!
UTILITY ASSISTANCE SERVICES

One of our critical services is to provide financial assistance for households facing disconnections of their utilities. In 2020, we assisted 951 families and distributed $326,577 in funding for this effort. While the total number of households assisted did not change significantly from previous years, we went from a light caseload during the first six months (when people were not focusing on past due bills but on immediate needs) to a huge surge September through December.

Families were bringing us utility bills that represented upwards of six months of service that had accrued during the suspension of disconnections. As a result, we spent almost 30% more per client than usual. Thankfully, due to the generosity of this community, we were able to provide our clients with much-needed relief.

TOTAL HOUSEHOLDS: 951
TOTAL UTILITY BILLS PAID: $326,577

“When my wife and I first lost our jobs, we were focused solely on survival. We paid only those bills that we had to. Since there was a moratorium on utility disconnections, we let those bills slide. Before we knew it, we owed over $2,000. I can't imagine what we would have done without ACTS!”
CRISIS HELPLINE SERVICES

Our trained staff and volunteers answer crisis calls 24/7, responding to anything from information about services in the area to suicides in progress. In 2020, our team answered 19,264 crisis calls, including 4,325 suicide calls. Even though we were only able to add one member to our team, this represents a 29% increase over calendar year 2019.

Without additional staff, we are still only able to answer approximately 65-80% of incoming calls. In addition to the increase in the number of calls, our staff related that the average time spent with each caller increased significantly. Because of financial instability due to COVID-19, more and more callers are suffering from a lack of access to therapy and mental health assistance and turned to our staff with requests for help.

Our Senior Link program, which provides reassurance and check-in calls to home-bound older adults is a lifeline for many. Whereas in 2019, we made 7,879 Senior Link calls, that number exploded in 2020 to 12,774 (62% increase!), as so many seniors were forced to stay at home.

TOTAL CRISIS CALLS: 19,264
TOTAL SUICIDE CALLS: 4,325
TOTAL SENIOR LINK CALLS: 12,774

“I would be open to therapy, but it will be weeks before I can get an appointment. In the meantime, may I continue to call Helpline to tide me over? I don’t want to go through this alone.”
Anthony is just one example of the nearly one hundred households ACTS assisted with the transition to permanent housing in 2020. We accomplish this by paying security deposits and rental assistance and providing ongoing case management to address the many other issues contributing to the trauma experienced by someone who has no home.

ACTS Case Managers can assist residents with finding their own permanent housing. This is a period that can take a matter of days to many months, depending on the situations each household is facing.

According to Mr. Crawford's case manager, "He is a really nice, genuinely kind, honest, great person. He currently lives in a single room, in a very nice townhouse in Woodbridge, where he has access to the entire home. The owner really likes him and appreciates that he used his former talents in landscaping to beautify the landlord's front and back yards." When asked why he took on those projects, Mr. Crawford just said, "I like the look of a well-tended yard." Without having to worry about basic survival, he also has time to go fishing with his sons, with whom he now enjoys a positive relationship.

**Note - The Supplemental Security Income (SSI) program pays benefits to disabled adults and children who have limited income and resources.**
FOOD ASSISTANCE SERVICES

During a regular year, we provide over 50,000 pounds of food to over 700 families every month through our Hunger Prevention Center. We are also able to provide other essential needs for the entire family including toiletries, diapers, pet food, and household cleaning supplies. In 2020, we assisted 9,724 households and distributed 618,733 pounds of food.

It is important to note that prior to the COVID shutdowns, our staff was assisted by hundreds of volunteers from the community, many of whom were seniors. Last March, we lost nearly our entire volunteer workforce due to their age. The job of sorting, boxing, and preparing donated food for redistribution had to be done entirely by staff members pulled from other programs throughout ACTS.

Despite this, we were still servicing clients at a record pace. In July 2020, the number of households seeking food assistance spiked to 981! With the dramatically increased demand, our staff members worked tirelessly to meet the needs of everyone who came to us. Special credit goes to the Church of Jesus Christ of Latter-Day Saints, which provided its young missionaries as volunteers, since they were unable to do their normal overseas work. We could not have done our jobs without them.

TOTAL HOUSEHOLDS: 9,724

TOTAL POUNDS OF FOOD DISTRIBUTED: 618,733
HOUSING SERVICES

We assist those in need of various forms of housing from emergency shelter to permanent housing. Even though certain state and federal measures were put in place to halt evictions during the worst of the pandemic crisis, homelessness is an issue that too many families continue to face.

At one point, we had to temporarily close our residential facilities due to staff illness and the need to disinfect the houses. During this time, we housed 59 individuals in hotels. In July 2020, we opened our second safe house to meet the increased number of domestic violence victims. Between our Beverly Warren House and domestic violence safe houses, we provided shelter to 166 individuals, all of whom stayed for much longer periods than normal, because landlords were reluctant to rent to new families. Yet, we were still able to transition 79 households into permanent housing!

TOTAL SHELTERED: 166

TOTAL HOUSEHOLDS MOVED INTO PERMANENT HOUSING: 79
The newest of our lines of service, Prince William Food Rescue has only been in operation since mid-2019. It responds to the fact that Americans waste 40% of our food, while one in six go hungry. The program harnesses the power of volunteers through an app on their phones to address the disconnect between supply and access by rescuing perfectly good food from grocery stores, restaurants, and caterers about to go to waste and directly distributing it to organizations in the community.

When COVID hit, the county turned to ACTS and asked us to use our technology to coordinate a Community Feeding Task-force through their Office of Emergency Management. At the height of operations, we were using CARES Act funds to purchase up to 11 tractor trailers of food each week to supplement donations, distributing this food to up to 10,000 families through nearly 80 community partners weekly.

Thanks to our Food Rescue Heroes conducting 1,200 rescues per month, we rescued and redistributed over 10 MILLION pounds of food in 2020.

11,170 COMPLETED RESCUES:
- 869,000 pounds of food redistributed
- 8,224,000 meals equivalent
- $16,482,000 food value
Sexual Assault and Domestic Violence staff and volunteers provide real-time, supportive, and empowering services for victims who have experienced trauma. We do this through real-time safety planning in collaboration with police officers on-scene, court advocacy, hospital accompaniment, and individual and group support sessions for primary and secondary victims. Despite the challenge of fewer in-person interactions due to COVID-19 restrictions, we still served 22% more sexual assault clients and 19% more domestic violence clients in 2020.

When office visits were impossible, we improvised by issuing all staff laptops and purchasing smart phones and data plans for victims, so we could maintain safe and confidential services. Thankfully, caseload numbers are now returning to more normal levels. The increased demand for domestic violence services alone increased 72% between March and June last year, as victims were forced to stay at home with their abusers.

Even as our staff members struggled with COVID-19 in their own homes, they always made certain that victims still received the best in supportive care and advocacy.

TOTAL SEXUAL ASSAULT CLIENTS: 1,010
TOTAL DOMESTIC VIOLENCE CLIENTS: 3,610

“Our clients are also SURVIVORS who know how to make things work. Sessions were held in cars, outside, in closets and in various other places one might find a quiet space.”
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Aaron Tolson, Prince William Food Rescue Director
Tiffany Dagulo, Human Resources Director

After 32 years of serving those in crisis, Vicki Graham retired from ACTS in 2020. Her calming presence, compassion, and sense of humor have touched us all.
DONORS

ACTS could not continue our mission of fostering hope, providing relief, and promoting self-sufficiency for our Prince William area neighbors in crisis without your financial support. On behalf of the individuals and families ACTS serves, thank you for your contribution!

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ACTS fosters hope, provides relief, and promotes self-sufficiency for our Prince William area neighbors in crisis.

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