LETTER FROM THE CEO

2021 was not the year most of us hoped for at the end of 2020. Rather than come out of the pandemic, we had new waves. We experienced a new phenomenon, “The Great Resignation,” which is now part of our lexicon. Then prices for everything from housing to used cars went through the roof.

Fortunately, the news was not all bad. Children went back to school in September, unemployment levels turned around, and salaries increased across the board as companies competed to hire staff.

ACTS saw our own ups and downs throughout 2021. The worst was the Great Resignation. After weathering 2020 with a solid team, dozens of staff came to me in 2021 saying, “I love ACTS and what I do, but I just can’t do it anymore.” At one point, we were down two program directors and were forced to close our second safe house, which we had only opened a year ago, due to not having enough Resident Assistants to staff the facility 24/7. This forced us to move domestic violence victims into motels once again, which cost well over $20,000 per month for food and lodging. At the same time, we were forced to also close our emergency shelter due to maintenance issues we could no longer put off.

On the positive side, the community continued to support us; we received additional grants to assist clients impacted by COVID; most of our services saw decreasing numbers of clients; our shelter received a complete remodel; and our Prince William Food Rescue program expanded to the point that we split it off as ACTS first subsidiary company – Northern Virginia Food Rescue, which has already expanded into Fairfax County and is poised to launch in Fauquier County.

Thankfully, as ACTS heads into our 53rd year of service, 2022 looks much better for us and our neighbors!

Steve Liga
MSW, LSW, LSATP, CPS, CCS
The Better Business Bureau recommends donating to non-profits which spend at least 65% of their revenue on direct services.

**THIS YEAR, ACTS DEDICATED 95% OF EVERY DOLLAR TO DIRECT SERVICES!**

Our budget for Human Services is so high this year because of the $23 million worth of food distributed.
As it looked like COVID was getting under control, utility companies resumed disconnections after an eighteen-month moratorium. This meant bills that had been accumulating for over a year came due, and many households in our area were unable to cope. Thankfully, ACTS received additional funding specifically to deal with this crisis, but even though we increased our Utility Assistance budget by almost $50,000 we still had to refer people elsewhere. In fact, we served seventy-five fewer families than in 2020.

The high cost of living in this region means this issue will continue to be a problem for our neighbors. With inflation increasing rapidly as we head into 2022, those on fixed incomes—such as seniors—will suffer most. Every dollar we put toward utility bills comes from the generous donations of this community. If you haven’t done so already, please sign up for your utility company’s “Round Up” program. Only 2% of households do this, but this simple action provides the largest portion of funds available to defray utility bills.

882 HOUSEHOLDS SERVED
$370,373 IN UTILITY BILLS PAID
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!

"Without help with my heating bill, I don't know how I would have paid my rent."
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 2021, our team answered 16,429 calls (a 15% decrease from the year before), including 4,040 suicide calls (a 7% decrease). Even though our numbers declined, we are still answering 15% more calls than we did prior to COVID. The most troubling trend we saw was the increase in young callers, likely due in part to spending so much time out of the classroom.

In 2021, we received 225 calls from youth aged 14 and under.

"Being alone during this pandemic has been awful, so my daily call from Senior Link is a lifeline."
Our Senior Link program, which provides supportive 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. These numbers increased again by another 709 calls in 2021 (bringing us to 71% higher call volume than pre-COVID).
During a regular year, we provide over 50,000 pounds of food to nearly 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, formula, pet food, and household cleaning supplies. In 2020, we assisted 9,724 households and distributed 618,733 pounds of food. Fortunately, as our Prince William Food Rescue program continued to support over 70 other local food pantries, the pressure on our Hunger Prevention Center decreased. We provided 517,031 pounds of food assistance to 5,045 households in 2021. This allowed each family to receive a larger allotment. Considering these families had 6,119 children among them, the extra food was sincerely appreciated.
6,119 children impacted

517,031 lbs of food distributed
“This program lets me know that I’m not alone. You guys care enough to go the extra mile to make sure my family can eat.”
-Home Delivery Client
During COVID, ACTS’ Prince William Food Rescue program became a lifeline for many. Not only did it rescue food from supermarkets, convenience stores, and restaurants, it was the conduit Prince William County utilized to purchase nearly seven million pounds of food with its CARES ACT funds and ensure it was efficiently delivered to nearly eighty community food pantries.

The program was so successful, other counties asked if it could serve their residents, as well. Since ACTS mission is to serve our Prince William area neighbors in crisis, the Board of Directors launched Northern Virginia Food Rescue as ACTS’ first subsidiary company as of July 1. This allows ACTS to focus locally and NOVA-FR to operate independently to address food insecurity throughout the region.

1,740,735
LBS FOOD RESCUED

6,906,148
LBS FOOD REDISTRIBUTED
Housing Services faced significant challenges in 2021. The most difficult came in May, when we had to close the Beverly Warren House for the first time since it opened in 1979. The house was now eighty-seven years old and in need of serious repair. For years, basic maintenance and emergency repairs had been made, but it was getting run down. The final straw was when mice seemed to move in with no intention of leaving - no matter what we threw at them. This was not how our clients deserved to live (or conditions appropriate for our staff), so the difficult decision was made to close for long-overdue major renovations. Walls were taken down to studs and rebuilt; new flooring was installed; appliances were replaced; light fixtures were updated; and everything was given a fresh coat of paint. The same work was done in the annex on the property that houses staff offices. The transformation was amazing, but it took close to six months. The good news is there has not been a single mouse sighting since June!
"After weeks of living in my car, I had almost given up hope. Now, I truly feel safe."
Sexual Assault Services staff and volunteers provide real-time, supportive, and empowering services for victims who have experienced trauma. Unfortunately, the number of victims ACTS served held steady at just over 1,000 in 2021, which is twice the number of people we served in 2019.

One-third of our caseload still consists of children, representing a three-fold increase from 2019.

Fortunately, Prince William County agreed that this is simply unacceptable and committed funds toward the creation of a local Children’s Advocacy Center (scheduled to open in spring 2022). This will provide a single nearby location for law enforcement, attorneys, social workers, and others to interview child victims. Currently, children are retraumatized as they retell their stories again and again with each new group of professionals throughout the county. The new center will allow for a single specially trained professional to conduct the interview, which can be shared as necessary.
"I can't believe how much I LOVE coming to group. It's really cool to see that other people have been through something like this, too. I'm actually learning a lot about myself!" - Client, age 13

1,002
SEXUAL ASSAULT CLIENTS

337
TOTAL CHILD VICTIMS
2021 was a difficult year for the ACTS Domestic Violence Services department. Though we expected cases to drop back to pre-COVID levels, our client load increased by 54% (almost 2,000 more victims). Just when we needed them most, we were forced to close our West Safe House in July and our East Safe House in October, both due to high staff attrition and illness.

"Having an ACTS advocate beside me is the only way I was able to face my abuser in court."
This resulted in all families being forced to stay in motels, where we had to deliver food every day and hold support sessions remotely. By January 2022, only two domestic violence staff had been with ACTS more than a single year. Fortunately, the East Safe House reopened in February 2022, but the other won’t open for several more months. In spite of these challenges, ACTS provided services to a record number of victims.
It is hard to believe that just three years ago, we were debating whether to close our thrift store due to poor sales. In 2021, the store set a sales record and had the highest net since 2016. What turned things around so dramatically? Of course, it was a combination of factors. Among them, we hired a Chief Operations Officer with experience as a regional manager for Goodwill; we moved our donation drop-off point from the back of the store to its own building down the block; and the entire store was renovated inside and out.

Once the make-over was completed through the generosity of our long-time partner, HomeAid of Northern Virginia, which covered over 90% of the cost, the store was rechristened from "ACTS Thrift Store" to "Second ACTS - Community Nonprofit Thrift Store." The new name represents all of ACTS as much as it does the store itself. Like the items people donate that are then given a second life in the store, all ACTS clients come to us in crisis - their lives at a cliffhanger moment like the end of the first act of a play. Through ACTS, they are given the hope, relief, and tools to embark on the "second act" of their lives.

$580,664 TOTAL SALES
$98,507 NET PROFIT
"I love the fresh new look! It's amazing!"
-Long-time shopper
Research shows that the best way to feel better about yourself is to do something good for someone else. The 517 individuals who volunteered to serve their neighbors through ACTS should feel terrific. Together, they donated 33,059 hours of their valuable time in 2021. That’s the equivalent of sixteen full-time employees working for free!

Since we were unable to hold our Annual Volunteer Appreciation Dinner this year, we would like to introduce you to ACTS 2021 Volunteer of the year, Mark Victorson.

He has volunteered an average of eighteen hours per week with ACTS Helpline since 2014. Mark says volunteering provides him with a fulfilling sense of purpose by giving him the opportunity to provide hope and inspiration for those in distress. Whenever the Helpline Team has been short-staffed, Mark has always been there to cover a shift (or ten).

Thanks, Mark!
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ACTS vision to “create a community where no one goes without or suffers alone” would never be realized without your financial support. On behalf of the individuals and families ACTS serves, thank you for your contributions!

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"Being able to donate to ACTS is a blessing. Thirty years ago, I stayed in the shelter with my mom for a few weeks. Now, I know I am helping another little girl and her mom get back on their feet."
ACTS fosters hope, provides relief, and promotes self-sufficiency for our Prince William area neighbors in crisis.

PO Box 74
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