Action in Community Through Service

Annual Report

2022
Thank you for your support of ACTS in 2022. Your support enables us to make a positive difference in Prince William County every day. I hope you will find this report interesting and an opportunity to see how ACTS makes that difference. Please use this report to share data about ACTS with people who are not aware of the exceptional work we do!

2022 was a year of change for ACTS. We turned over two thirds of our staff in 2022 with 41 people hired and 48 people leaving. In addition, I became the Interim CEO in July when Steve Liga moved on to be the CEO of the Potomac Health Foundation. We hired two new directors (Housing and Sexual Assault Services), a Human Resources Generalist and created a new Shelter Supervisor position to better serve our clients at the Beverly Warren Homeless shelter.

Through all these changes our staff has become an even better team and is working extremely well together to help our PWC neighbors in crisis.

As we have emerged from COVID restrictions, we have started to feel more like a team. We had our first social gathering in 2 ½ years with a Staff Picnic in August and a Holiday Party in December. We also came back into our offices to give clients an opportunity to see our staff either in person or virtually as some of our clients don't own a cell phone or have access to a computer.

ACTS was not without its challenges in 2022. Inflation has hit us hard. We have had to absorb cost increases from our vendors at the same time contributions to us have decreased. However, we have received new Grants from Sentara Cares, CVS, and The Human Alliance of PWC and ended the year on sound financial footing.

As we enter our 54th year of service to Prince William County, ACTS remains dedicated to our neighbors and is ready to face the challenges of 2023.

David A. Strand
Interim CEO
In 2022 ACTS dedicated 90% of its income to support our programs.

The Better Business Bureau recommends donating to non-profits which spend at least 65% of their revenue on direct services.
Utility Assistance Services

As pandemic protections expire, many of our clients faced large utility bills, from multiple utility companies with looming disconnect dates at an alarming rate and number. Service delivery has been impacted by the Pandemic - to include online availability and paperless options. The Emergency Assistance Program has worked tirelessly to provide a service that is client driven and accessible, and builds on the strengths of our clients and community partners.

How we responded:
- Walk-in Crisis Res
- Neighbors in need are a Case Manager to discuss information and referral

Special Thanks to our Program Partners:
- NOVEC
- Dominion Power-Energy Assistance
- United Way of Greater Richmond and Petersburg
- PWC DSS
- MHP Multimedia LLC
- Expanded appointment calendars so that families in crisis are able to schedule their own appointments throughout the month. Appointment times have been streamlined and eligibility requirements enforced to allow for wider accessibility.
- Leveraging Community Partners-Case managers refer to appropriate mainstream entitlements to support clients beyond their current crisis.

**868 Households Helped**

**$279,494 Utility Bills Paid**

We have opened the Emergency Assistance Program. Able to meet face to face with a discuss their utility bill and receive.
Crisis Helpline Services

Our trained staff and volunteers began 2022 by answering calls from 6 am - 10 pm Monday through Saturday. They responded to many different types of calls from information and referral services in the area to suicides in progress. In 2022, the Helpline answered 8,673 crisis calls (a 47% decrease from the year before), including 440 (a 107% decrease from a year before) suicide calls.

In July of 2022, Prince William County notified ACTS that they would no longer fund our Crisis Helpline Services due to the stand up of the National 988 Hotline and the State Regional Crisis Center. Due to staff leaving the Helpline, we reduced our hours to answer crisis calls to 9:00 AM - 9:00 PM from Monday-Friday. Even with a smaller staff and reduced hours, we increased our answer rate to 85%.

In addition to crisis calls, ACTS Helpline provides four critical services: Intakes for Domestic and Sexual Assault Victims, responding to Lethality Assessment Protocol (LAP) Calls from the PWC Police Department, and making Senior Link calls. ACTS Senior Link program, provides supportive check-in calls to home-bound older adults and is a lifeline for many of them. In 2021, we made 13,483 Senior Link calls. In 2022, as we came out of COVID and not as many seniors were homebound, we made 11,024 calls to home-bound older adults, an 18% decrease from last year.

"Having Senior Link is my way of not feeling alone. It is a lifeline. The staff makes me feel like I have a true support system!"

8,673 Crisis Calls Answered
11,024 Calls to Homebound Seniors
404 Suicide Calls Answered
Food Assistance Services

ACTS Hunger Prevention Center distributes food, diapers, pet food, toiletries and cleaning supplies to over 600 families a month. This number includes walk-in clients, home deliveries made to homebound seniors, and clients of ACTS Domestic Violence Services and Rapid Rehousing totaling over 8000 instances of service in 2022. Community support continues to grow with donations from churches, schools, businesses, organizations, and individuals. The Letter Carriers Stamp Out Hunger food drive resumed after a two year hiatus with postal workers collecting 24,000 pounds of canned foods and dry goods from our neighbors throughout the community. Equally impressive this year were collections by Prince William County Schools, 22,000 pounds, and Prince William District Scouting for Food, 21,494 pounds of food.

We maintain strong partnerships with Capital Area Food Bank (CAFB), Northern Virginia Food Rescue (NOVA-FR), and Greater DC Diaper Bank that enable us to offer more goods and services to our clients. In 2022, we received over 76,000 pounds of food from CAFB through generous grants and The Emergency Food Assistance Program. NOVA-FR provided us with over 40,000 pounds of food to include dairy items, frozen meats, and canned goods. On a daily basis, NOVA-FR volunteers collect donations from supermarkets, convenience marts, and department stores to bring to ACTS. NOVA-FR volunteers support our home delivery program by transporting groceries from ACTS to our clients all over eastern Prince William County. We picked up over 2,100 packages of diapers and baby wipes from the Greater DC Diaper Bank to distribute to our families with young children.
We are indebted to our tireless Hunger Prevention Center volunteers who leap in to assist wherever needed. Volunteers help with Client Intake, receiving donations in the Food Donation Center, distributing food in the Food Pantry, and they pick up donations to bring to ACTS.
Housing Services

The Housing Services Department is made up of programs that provide the continuum of services available to support individuals and families at risk for homelessness - Emergency Assistance (Prevention), Beverly Warren Shelter (Emergency Shelter), Sustainable Housing Program (Rapid Rehousing) and Affordable Housing. This year we were awarded funds to focus on rehousing of Domestic Violence survivors. In collaboration with Sentara Cares, our newly housed families are provided home furnishings, child care assistance and ongoing case management to maintain their new housing. Improved coordination of services, increased communication between housing staff and strategic funding has allowed for the Housing Services Department to provide creative responses to the complex nature of homelessness.

160 Individuals Sheltered

95 Households Moved to Permanent Housing
Thrift Store

Customer shopping habits may have changed throughout the COVID-19 evolution; however, the upkeep of our Second ACTS Thrift Store, our appreciation for the dedicated staff and volunteers, our wonderful donors, and our valued customers remains unchanged. When looking back on a challenging retail environment in 2022, we cannot overlook the gratitude we have for staff such as Pasty Gordon and Lizzy Juggins who have served a combined 55 plus years directly supporting Thrift Store operations in one form or another. And who can forget the dedication and reliability of a volunteer like Samuel Holbrook who has served alongside this Thrift Store/Donation Center team for nearly 7 years. This past year also came with some changes in leadership, which included Michelle Boyd being promoted into the Store Manager role. Michelle previously served our agency in two other capacities prior to this advancement. Also, we brought on some external talent in the person of Nicole Roquemore-Coles to fulfill the role of Assistant Retail Manager.
Domestic Violence Services

ACTS Domestic Violence Services offers several programs to assist adults and children and help them find the resources needed to recover from their trauma. Even though COVID was still prevalent, our DV program has been able to serve DV victims in person, virtually, and telephonically. In addition, partnering with the Prince William County (PWC) Police Department (PD), our Lethality Assessment Protocol (LAP) program successfully helped DV victims get immediate crisis intervention, a path to safety, and emotional support. In 2022, we answered 259 LAP calls from the PWCPD when they were on scene at a DV incident. Also, our court program helped victims file protective orders and accompanied 909 victims to their court hearings.

Last year, we closed one of our two safehouses for renovation. Since we only had one safehouse open, we housed families in hotels when our single safehouse was full. Unfortunately, the renovation of our West Safehouse has been delayed and we are looking forward to open this facility again in the Spring of 2024.

However, the absence of the Safehouse not impact our clients. We shelter families in either the safe house or hotels. Many families stayed in our programs days or more before successfully finding a permanent home either through our rehousing program or through a price rental. We are continuing to help victims of DV find safety by providing shelter, case management, and support groups, as well as individual supervised education.
Community Members Reached: 2,386

DV Families Sheltered: 65

DV Victims Accompained to Court: 909

Victims Served: 15
Volunteers

In 2022, we had an average of 100 volunteers a month help us complete our mission. Each volunteer plays a vital role at ACTS. This includes helping us pack food bags and distributing groceries at our Hunger Prevention Center (HPC), sorting through large donations at the donation center, preparing donations for display in our Thrift Store, providing support to our Sexual Assault and Domestic Violence clients, or calling homebound seniors to ensure they are healthy and well. Helping with even the smallest task in any department is a great help to the entire agency.

We would like to take the time to give special thanks to some of our most dedicated volunteers. You cannot set foot within our Hunger Prevention Center without meeting Barbara Cushman. With her can-do attitude and work ethic, she volunteers just as many hours as our full time staff. Samuel Holbrook is our longest-running volunteer who has devoted a whopping 7,000 volunteer service hours at the donation center since 2016. Mark Victorson has been a HelpLine Crisis Listener for over eight years and has made thousands of call to homebound seniors. They have all been an amazing addition to our team, especially on the days when we are short-staffed. With the amount of time and effort our volunteers dedicate to ACTS, we consider them part of the ACTS family.

Volunteers are an essential part of daily operations here at ACTS. Without them, we would not be able to deliver the essential services that we provide to our Prince William area neighbors in crisis.
23,398 Hours Served

$667,779 Cost Savings
Sexual Assault Services

Sexual Assault Services staff and volunteers provide real-time, supportive, and empowering services for victims who have experienced trauma related to sexual assault and sex trafficking. We do this through real-time safety planning in collaboration with police officers on-scene, as well as providing court advocacy, hospital accompaniment, individual and group support sessions, and a 24-hour crisis support line for primary and secondary victims and their families.

In 2022, our advocates responded to over 100 need of immediate close assault. Our Community 2,488 members of our co in 80 events that inclu schools, training for loc hour volunteer training p
supported 1,006 survivors and 101 crisis calls, some victims in clothing or food following an Outreach Educator reached community through participation included educational programs at medical professionals, and our 40- program."
Our Team

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Stuart M. Jackson, COO
Vicente Garcia, CFO

Octavia King, Housing Director
Rachel Taylor, Sexual Assault
Elisa Castillo, Domestic Violence
Tiffany Galindo, Helpline Director
Donors

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!

This charity's score is 95%, earning it a Four-Star rating. If this organization aligns with your passions and values, you can give with confidence.

Note - In order to be good stewards of your donations and save on printing costs, we have not printed the fifteen pages of donor names.
ACTS fosters hope, provides relief, and promotes self-sufficiency for our Prince William area neighbors in crisis.

PO Box 74
Dumfries, VA 22026

703-441-8606
www.actspwc.org
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