



Annual Report 2007-08





Message from the Chief Executive Officer

East Bay Community Action Program has accomplished another successful year of helping people in need. Despite a

reduction in some of our funding sources, we were able to serve over 22,000 people with quality health and human services. The completion of a Capital Campaign provided some new resources to meet the challenges facing our organization. Due to the generosity of our various donors, we raised over \$2.6 million.

The fundraising effort has also enabled us to continue renovation work on our buildings, including 100 Bullocks Point Avenue in East Providence, 19 Broadway in Newport and 1048 Stafford Road in Tiverton.

Our health and dental services were re-accredited by the Joint Commission on Accreditation of Health Care Organizations (JHACO) in 2007, a tribute to the excellent care provided to clients of all ages. Also among the highlights of the past year was the continuation of The Molar Express, a Ronald McDonald House Charities care mobile that served hundreds of school children from low income families with free dental treatment and was the recipient of a \$25,000 Champions Grant from Citizens Bank and NBC10. In spring of 2008, EBCAP opened three youth centers, providing educational and employment training for young people ages 14 to 24. The organization also began Green Light Rhode Island, a youth-directed effort to provide Compact Fluorescent Light Bulbs to low income families.

As always, the tremendous work of our dedicated staff members has helped push East Bay Community Action Program to the forefront of health and human services in Rhode Island. Their commitment to our mission and caring for our clients makes EBCAP what it is today.

-- Dennis Roy, Chief Executive Officer

A History of Service

EBCAP is a private, non-profit 501 (c) (3) corporation that provides a wide array of health and human services formed with the 2004 merger of Self Help, Inc and New Visions for Newport County. Both organizations date back to the 1960's when Community Action Programs (CAPS) were formed by the U.S. Congress. The main offices of EBCAP are located at 19 Broadway, Newport, RI and 100 Bullocks Point Avenue, East Providence, RI. The Tiverton Center, providing a Head Start classroom and offices for social services, heating and energy, WIC and a food pantry, is located at 1048 Stafford Road, and it serves primarily residents of Tiverton and Little Compton. Head Start classrooms are also located in East Providence, Warren, Bristol, Middletown and Newport.

Mission

The mission of East Bay Community Action Program is to provide high-quality, comprehensive and accessible health and human services to assist people to achieve their fullest potential.

On the Cover: from left to right: Youngsters at the Joel Peckham Head Start program in Middletown plant vegetable garden; EBCAP social services directors Karen Izzo, left, and Doris Delecta, lead Total Quality Management (TQM) group problem solving discussion; Margo Pires, EBCAP health advocate, holds award she received from Kids Count/Covering Kids and Dr. Frederick James performs dental work on a Sullivan School student in Newport on a visit of the Molar Express to the elementary school.



Message from the President of the Board

East Bay Community Action Program again has been a leader among non-profit organizations in our state, providing a professional and caring

environment for its health and human service clients.

The Senior Management Team and our dedicated staff have successfully met every challenge to attend to the needs of East Bay residents. In spite of federal cutbacks, the Head Start program continues to provide necessary child care and pre-school education for many families, as well as early intervention services needed by our children to enter school ready to learn. We have seen a continued expansion in providing dental services for children of low income families and our social services efforts have reached new levels of programming, through the new Safety Net service.

The Retired and Senior Volunteer Program (RSVP) and Foster Grandparent Program, not only provide a worthwhile activity for our elderly residents, but benefit the communities and school districts in the east bay with valuable assistance.

The East Bay Coalition for the Homeless (EBCH) has continued to provide transitional and permanent residences for families, helping them become self-sufficient.

My fellow board members have demonstrated their dedication to this organization, providing valuable insight and support over the past year. The year's accomplishments are fine examples of what community action is all about.

-- James Vincent, President of the Board of Directors



EBCAP BOARD 2007-08: First row, left to right: Elizabeth Brooks, Jane Koster, Paula Bradley, Barbara Haskell, Cheryl Abney; back row: Milton Rogers, Wallace "Trig" Campbell, David Mitchell, Gregory Dias, James Vincent, Robert Rock, Dick Brady. Not present at time of photo were: Ed Carusi, Debra Ann Diniz, Fran Fontaine, Lisa Landingham, Laurie Simonds, Marie A. Tomkus and Charles Duncan.

Board of Directors (2007-2008)

James Vincent, President

Vice President: Cheryl Abney

Secretary: Jane Koster

Members

- | | |
|-------------------------|-----------------|
| Paula Bradley | Lisa Landingham |
| Dick Brady | Carole Moreau |
| Elizabeth Brooks | Robert Rock |
| Wallace 'Trig' Campbell | Milton Rogers |
| Ed Carusi | Jessica Silva |
| Gregory Dias, Esq. | Laurie Simonds |
| Debra Ann Diniz | Maria A. Tomkus |
| Fran Fontaine | Charles Duncan* |
| Barbara Haskell | |

**City of Newport Liaison to Board*

East Bay Community Action Program is governed by its 21-member Board of Directors that is representative of the east bay's public sector, consumers, business, labor, religious welfare, education and significant minority groups and interests in the community. The Board meets monthly and its meetings are open to the public.



Health & Dental Services

EBCAP delivers professional and caring health and dental services from health centers in East Providence and Newport, a dental center in Newport and the East Bay Smiles school and community based program. Also, the Molar Express, a Ronald McDonald House Charities care mobile, sponsored in partnership with two other health and human service providers, offers free dental services for children of low income families at schools throughout the area. Over 3,300 dental and over 3,200 health care patients received services in 2008.

Health Centers / Dental Center

Each patient is assigned a family practice physician that is supported by a full complement of health professionals. EBCAP accepts Neighborhood Health Plan of RI and other major and private plans. For patients with no health insurance, charges are based on income and family size on a sliding fee scale. The centers are staffed by five physicians, a certified nurse midwife and two nurse practitioners; three dentists and two dental hygienists.

Electronic Medical Records

A highlight of the year was the conversion of all patient medical and dental records to an electronic system, advancing the diagnostic, treatment and referral capabilities at the health and dental centers.



Dental staff treats patient at dental clinic in Newport.



Dr. Sarah Fessler, Medical Director, talks with patient at East Providence Health Center.

JCAHO Accreditation

EBCAP health and dental centers gained reaccreditation in 2007 from the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). About 15,000 health care organizations and programs in the United States are accredited by JCAHO – the nation’s predominant standards setting and accreditation body in health care.

JCAHO mandates stringent standards that focus on the quality and safety of care provided by health care organizations.

Partnerships

EBCAP has developed partnerships with area hospitals, including Newport Hospital, Memorial Hospital of Rhode Island and Bradley Hospital, as well as Newport County Community Mental Health Center and the East Bay Center (formerly East Bay Mental Health Center) to provide additional services for patients.

Program Recognition

Special programs in treating depression and in diabetes control have been offered and recognized in the field. EBCAP’s health center serving Newport County received an award for its pediatric immunization program from the Rhode Island Department of Health.(DOH) The DOH also presented the health centers with certificates for lead screening. The health care programs received a Maternal/Child Health Fellowship grant to train physicians specializing in family care.



Mary Mumford-Haley, RN, CNM, MS tests reflexes.



Parents and children enjoy a picnic at Head Start site.

Head Start

Over 500 children from birth to kindergarten age receive comprehensive child development services through Head Start and Early Head Start at eight locations from Newport to East Providence.

New Classrooms

New classrooms were opened in Warren at the Mary V. Quirk School, replacing classrooms formerly held at the Liberty Street School. Two preschool classrooms, a home-based socialization classroom, office space and a fully-equipped playground are featured at the new location. The Head Start classroom at the Tiverton Center is celebrating its second anniversary replacing leased facilities in the community with one classroom and offices for other EBCAP components, including WIC, Social Services, and a food pantry.

Innovative Programs

Operating at full enrollment, Head Start aims to enhance the cognitive, social and physical development of low-income, at-risk children to prepare them to enter kindergarten ready to learn. Several innovative programs helped further goals over the past year. The first is a very successful parent involvement activity aimed specifically at fathers/male role models, entitled Dad, Dinner and a Story. The activity includes a meal, a story-telling session, and a father/child activity, and each family is given age-appropriate books and reading guides to take home.

A second significant initiative aimed at improving the social emotional competence of children is called Positive Behavioral Interventions & Supports or PBIS, an approach to enhancing the program's overall functioning through development of a common language that reinforces positive behaviors. PBIS includes significant technical assistance from a leadership team that is made up of staff members, parents, and community partners, and the planning and training over the past six months will culminate in an expansion of the program to all classrooms.

Community Support

In addition to federal and state funding, programs were aided by the generosity of a number of community friends. Funding was received as a local match for our Reading is Fundamental grant, by North Family Trust for Newport County, and by the Rotary Club of East Providence/Seekonk for the communities of the upper East Bay. These funds allow us to distribute books to every Head Start child in our program three times a year. Trinity Episcopal Church of Newport donated funds to provide additional materials to enrich classrooms, and Stop & Shop Supermarket in Middletown and the J & L Engle Foundation of Providence each provided substantial funds to purchase food gift cards for clients in emergency situations. Finally, Advanced Financial Services in Newport donated 109 backpacks to be distributed to all of the children entering kindergarten.

East Bay Coalition for the Homeless (EBCH)

The East Bay Coalition for the Homeless provides apartments, case management and supportive services for homeless families with children. A three year grant of \$35,000 from the City of East Providence Community Development Block Grant Program (CDBG) for a job creation and training program gives preference to individuals in EBCH housing units to assist them in reaching economic stability and independence.

The Road Home

Another new initiative for EBCH is participation in The Road Home, a Rhode Island Housing (RIH) rental assistance program to integrate housing and support services for families who are homeless or at risk of homelessness. This program's core belief is that given appropriate support through community based services, permanent housing can be a reality for many who are struggling to find or sustain housing. Equally important are services which address self-reliance, increasing the capacity of a person to be self-sufficient through education, job training, financial management and integration into a community – not just the completion of a single focused program.

Three EBCH apartments have been certified under RIH's Road Home Program and financial assistance is available for families at risk of being homeless.

EHAP Initiative

Over the past year, the Coalition helped 87 families by providing financial assistance through the Emergency Housing Assistance Program (EHAP) homeless prevention initiative. EBCH also, in the past year, helped 20 families, with children, through its supportive housing program featuring 12 apartment units in the east bay.

Board Leadership

The EBCH's board of directors leads many fund raising efforts, including the annual Welcome Home Dinner in East Providence and the Annual East Bay Coalition for the Homeless Bike-a-thon held each fall at Colt State Park in Bristol. The Annual Fund Appeal again provided additional resources to help homeless families.



The annual Welcome Home event, featuring dinner and a silent auction is a major fundraiser for the East Bay Coalition for the Homeless.



Family Development

Every door is the right door...

No matter where EBCAP clients enter the agency, our family development staff insures that they have access to a full array of services. When a new EBCAP client arrives for the intake process, family development swings into action by assessing all the client's needs and arranging enrollment in necessary programs. Our care coordination process empowers families by assisting them to find multiple opportunities for building self reliance.

For example, a new Head Start family being visited by a Family Advocate for enrollment in the program will also receive information on many other EBCAP programs including WIC, health and dental services and housing and heating assistance to name just a few.

Through our new Safety Net Program, those residents coming to all of the agency's food pantries will receive a full intake and assessment and referral to those agency services that will best assist them.

All EBCAP family development staff members are fully trained to provide information on all agency services insuring that every client, entering every door will be offered every possible opportunity to help them to attain their goals. Family development is a true partnership between the family advocate and the client where individual and family strengths are recognized and celebrated.

In the past year, Family Development has grown with 18 percent (or 3,780) of EBCAP's base of 22,000 clients, receiving more than one different type of service from the organization. A total of 20 percent of the households that receive EBCAP services, receive more than one different type of service.



Family Development staff meets for discussion on a program. Clockwise: Doris Delekta, Social Services director, Marcia Ryder, Kristen Wroblewski, Amanda Campopiano and Judy Macedo.

Some examples of programs in Family Development include:

Safety Net

Services have been enhanced during the past year by a Safety Net Program to help people in crisis situations with a Family Advocate available to assess the situation and create a plan to future self sufficiency. It features advocacy, coordination of services and monitoring. Based at the agency's food pantry sites in East Providence, Newport and Tiverton, it has created new opportunities to help families and individuals by identifying needs and developing specific referrals to other EBCAP services and outside organizations.

Presence in schools

Family Service Coordinators are in all elementary schools in the City of Newport offering social services, literacy activities and other activities to promote positive family/school interactions. A health advocate is funded by the Newport Family and Child Opportunity Zone and Newport Hospital. Her role is to provide assistance with Rite Care applications and connect families with important health and human services.



Judy Macedo of the Family Development staff meets with client at East Providence EBCAP building at 100 Bullocks Point Ave.

Partnership with Newport Housing Authority

The past year saw the successful conclusion of a five year grant from the Community and Supportive Services Program/HOPE VI Initiative, to provide case management services to residents of the Newport Housing Authority who reside in the new Newport Heights housing development. This program focused on economic self-sufficiency and provided referrals for job skills training, employment preparation/placement, entrepreneurship training and homeownership.

Lead Center

A relatively new service for the organization is Lead Education & Outreach. Tenants and landlords in need of information regarding lead safety and lead abatement are given assistance in seeking Rhode Island Housing and Mortgage Finance Corporation (RIHMFC) loans for lead abatement. Much of the initial effort in this area was on outreach with seminars held for community groups as well as landlords.



WIC

Women Infants and Children Supplemental Feeding Program (WIC) is a free nutrition education program providing healthy food and nutrition education to pregnant/ breastfeeding/postpartum women, infants and children under the age of five.

Increased participation

Over the past year, the WIC Program at EBCAP showed a caseload increase to 3,037 participants with a total of \$1,461,764 in food packages provided.

Walk-ins welcome

A new client-friendly “walk-in” policy was established at all four WIC sites – East Providence, Tiverton, Newport and Bristol.



Reviewing the weatherization program appointment schedule are, left to right: Ed Turgeon, Sheila Miele and Bob Swift.



Lisa Litteral of WIC provides information for a client of the program.

Housing & Energy Program

This program administers the Low Income Home Energy Assistance Program (LIHEAP) with funding from the State of Rhode Island. Despite large increases in the cost of home heating fuel over the past year, the program has continued to serve 3,809 households, with assistance totaling \$1,618,000.

Information is also provided by the program’s staff on making homes more energy efficient and conserving heat in the home. In addition, eligible clients qualify for a reduced electric rate and discount on their telephone bill.

Weatherization Program

The program also provided weatherization services to 157 households, with repairs and energy-saving renovations totaling \$343,850, along with a replacement program to provide households with more energy efficient appliances.

Senior Services

Programs for the elderly continued to attract more clients, with 607 elderly residents provided with case management. The effort included providing services to income eligible Senior Citizens to help them remain independent and safe in their own homes.

Assessment assistance

Family advocates are also available for assessments for the State of RI Protective Services, Early Intervention and Self-Neglect Programs. The program works closely with the state's Department of Social Services.

Meals for the Elderly

The Ocean State Senior Dining Program provides noontime meals for elderly residents at 10 locations throughout the East Bay. In its second year with a new meals provider, the Cranston Senior Center, the quality of the food continued to receive praise. A total of 78,956 meals were served last year. Complete meals or sandwich substitutions are available weekdays at each location for a small donation. In July, a free picnic for all the meal site participants is held, along with entertainment and dancing at Colt State Park in Bristol.



Under sunny skies, senior citizens enjoyed a picnic at Colt State Park for those taking part in the Ocean State Dining Program.



Each weekday, many senior citizens enjoy a nutritious lunch at the East Providence Senior Center one of many Dining Program meal sites.



RSVP and Foster Grandparent Program

Helping Others

Providing special activities for the elderly is the Retired and Senior Volunteer Program (RSVP) which offers volunteer opportunities for seniors in their own communities to help other organizations and municipalities. A total of 578 volunteers took part, offering 104,617 hours at 98 sites. The program also provided holiday joy and comfort for 489 households with Thanksgiving and Christmas food and gift baskets, including toys for 845 children.

For Servicemen and Babies

RSVP's knitting group, The Keenagers, has an on going program of making caps and blankets for newborns at area hospitals. Last year they embarked on another project, knitting over 400 helmet liners to help keep Rhode Island servicemen in Iraq and Afghanistan warm in the winter months.

FGP in Schools

The Foster Grandparent Program (FGP) places elderly residents in local schools to help special needs children develop needed skills and confidence. They are involved in many classrooms throughout East Bay elementary schools. A total of 47 Foster Grandparents took part in school programs.

Tax Assistance

RSVP served 524 households with its free income tax preparation service and Earned Income Tax Credit (EITC) filing assistance, with \$600,063 in refunds for tax filers. The IRS cited RSVP for its accurate tax work.



Members of the Retired & Senior Volunteer Program are honored each year at a luncheon held at White's in Westport.

Youth Services

Clinical Services for Youth (CSY)

In 2006, Stopover Services merged with EBCAP, bringing its 25 years of experience serving youth and families of Newport County. The program has evolved into Clinical Services for Youth engaged in providing youth and family counseling for Newport County residents through its office at the Joel E. Peckham Head Start Center in Middletown and school-based programs in the Tiverton and Little Compton.

Helping Pregnant Teens

The Adolescent Self Sufficiency Program (ASSC) helps pregnant teens in East Providence and Barrington, complete their high school education and receive information on having a healthy baby. The program's coordinator, Doris Delekta, was selected to be a mentor for an East Providence High School senior and to assist with the student's presentation of a portfolio and showcase as part of graduation requirements. In the past year, a total of 50 students were part of this program.



EBCAP youth centers provide a wide variety of programs, including job assistance for young people. Here, East Providence Youth Center case manager Lisa-Maduro Perkins helps Phillip Rivera with his summer job search.

New Youth Centers

East Bay Community Action Program answered the concerns of youth in a declining economy with the opening of three Youth Centers to provide the encouragement, inspiration, training and direction for young people ages 14 to 24.

The Centers are conveniently located throughout the east bay – in East Providence at the East Providence Boys and Girls Club, in Bristol at Mt. Hope High School and in Newport at the Newport County Boys and Girls Club. They serve as a hub for young people to gain assistance and information on employment and education, helping them discover their interests, improve grades, gain leadership skills, learn job readiness aptitudes and find a job.

A complete range of services awaits the youths, including academic and vocational assessments to help them in their school work and career planning. Assistance with a resume, occupational skills training and GED classes, along with adult mentoring and social skills support are available.

During the past summer, Youth Center members were helped in obtaining summer employment. Over 300 youths are being served through the three Youth Centers, with 30 places reserved for very low income youth who are eligible for Workforce Investment Act (WIA) support.





Members of Green Light RI receive instructions as they begin large-scale exchange of incandescent light bulbs with energy saving CFL bulbs in three communities.

Green Light Rhode Island

In late 2007, East Bay Community Action Program, recognizing an opportunity to provide leadership and community service experience for young people in the area formed Green Light Rhode Island, patterned after the successful Relight New York program that has received national attention.

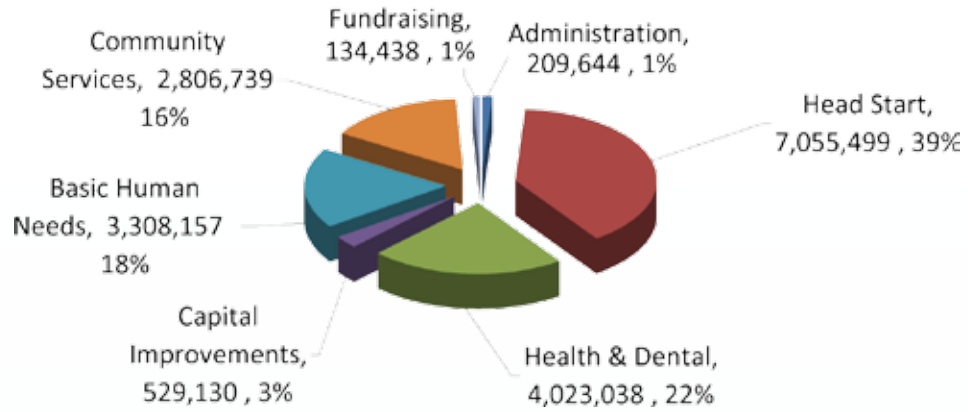
With a grant from the Rhode Island Foundation, the program brought together young people from middle school to college age to establish a plan to obtain and distribute energy and cost efficient Compact Fluorescent Light Bulbs (CFLs) to low income families in the east bay.

A partnership with Project 20/20 at Brown University was initiated, with EBCAP providing Project 20/20 with locations where incandescent bulbs were exchanged for CFL bulbs.

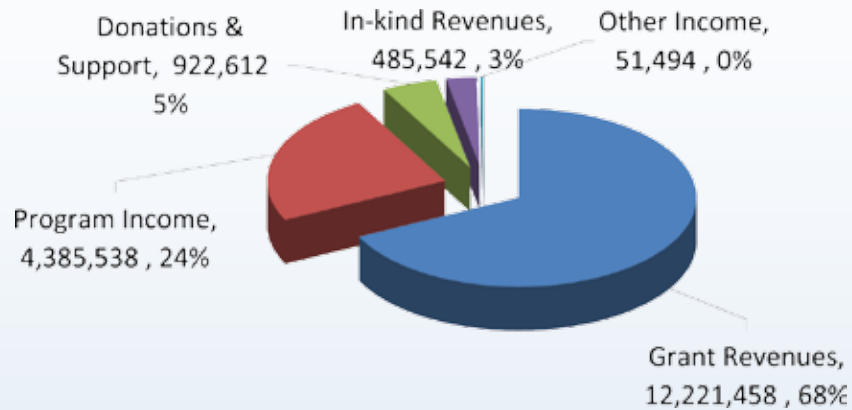
This past November, Green Light participated in a large-scale light bulb exchange in East Providence, Warren and Bristol, along with Project 20/20, Bristol Cub Scout Packs and Boy Scout Troops and students from Roger Williams College and Bay View Academy. Over 60 homes were visited with the energy saving light bulbs installed.

Fiscal information (as of June 30, 2008)

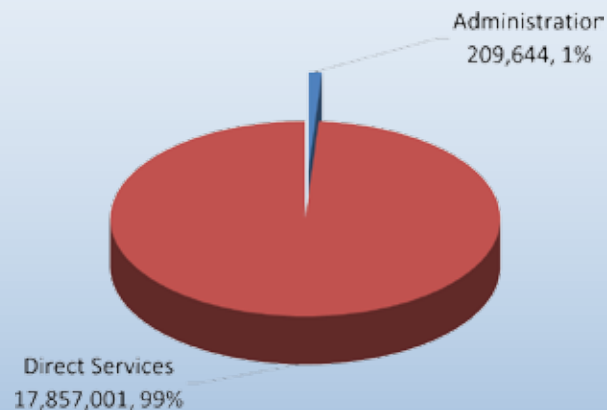
Use of Funds



Sources of Funds



Distribution of Funds



Supporting EBCAP

Throughout the year, many organizations and individuals have supported EBCAP and its mission through donations, special events and volunteering. Highlights include:

Seaside Gala

The 2008 Seaside Gala, the major fund raising event of the year, held again at Ocean Cliff in Newport, attracted over 180 guests to enjoy silent and live auctions, dinner and entertainment by Concord (MA) Men's Chorus and the presentation of the 2008 Vision Awards.

Annual Appeal

The 2008 Annual Appeal began in December and continued through the first half of 2009. Contributions this year are being directed toward EBCAP's basic human needs programs, such as its food pantries and heating and energy services, because of the expected increase in the number of individuals and families needing assistance.

Singing Out Against Hunger

The Sixth Annual Singing Out Against Hunger event was held in the fall of 2008, raising \$9,000 for EBCAP food pantries in Newport and Tiverton. This weekend of free, live music programs is held at four Newport County locations, where patrons can bring non-perishable food items and made donations to support needy area families. It is run completely by volunteers and chaired by Jane and Domenic Bitto, owners of Evelyn's Drive In Restaurant in Tiverton. A companion event, a golf tournament called Swinging Out Against Hunger, raised \$2,000 for EBCAP.



Singing Out Against Hunger and the Swinging Out Against Hunger golf tournament raises funds for EBCAP food pantries. Singing out Against Hunger founders, Jane and Dominic Bitto, at right, presented check to EBCAP CEO Dennis Roy and Director of Social Services Karen Izzo.



east bay community action program
THE BRIDGE to SELF-RELIANCE

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