



The BRIDGE

east bay **community action program**

THE BRIDGE to SELF-RELIANCE

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EBCAP part of HOPE VI program

Building a better Newport

Hope VI, a federal Housing & Urban Development program, has changed the face of public housing across the country, including in Newport, where EBCAP has become a major partner.



NEW HOUSING: Newport Heights is a federally funded HOPE VI program that has provided a new style of housing for residents of varying income levels. EBCAP provides case management services to many residents under a contract with the Housing Authority of Newport.

The program has lessened the concentrations of poverty by promoting mixed-income communities and forged partnerships with other agencies like EBCAP and private business to leverage support and resources.

In Newport, the barracks style housing in the former Tonomy Hill neighborhood in Newport's North End, is being replaced with Newport Heights, a mixture of new housing in various shapes and styles, along with reconfigured streets. The project will cost an estimated \$70 million when complete and will provide a total of 425 new homes by 2008.

EBCAP serves Newport Heights under a contract with the Newport Housing Authority to provide case management services for the residents.

"Our case managers provide quality service to the residents because they are so well-versed in EBCAP's capabilities," Karen Izzo, director of social services in the lower bay for EBCAP, said recently. "For example, if we have a new family move into to Newport Heights, perhaps needing service from our WIC program, a case manager would make sure that an intake interview would check for other needs, including health and dental care, child care, job training and similar services."

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Inside This Issue:



ON BOARD: EBCAP Dentist Dr. Stacey Jacobs, right, and dental hygienist Judy Drake, left, treat a Sullivan School student aboard the Molar Express. (See story on Page 3)

The Bridge is published quarterly for friends of East Bay Community Action Program by the Development & Public Relations Department, Susan Schenck, Chief Operating Officer. Editorial: David Howard, Maggie Laurianno; photography, Evelyn Williams, Terry Scuncio.

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CEO Corner

by Dennis Roy, Chief Executive Officer

As we embark on a new year at East Bay Community Action Program there are a number of challenges and opportunities for us as an organization that helps people become self-reliant.

Our merger last year with Stopover Services of Newport County (SOS) has broadened the scope of our services to young people and has brought us new dedicated and committed staff members to carry out SOS programs. There has been a smooth transition between the two organizations and we are pleased to have SOS as a part of EBCAP.

Our partnership in the Molar Express began with over 200 elementary school children in Newport receiving needed dental care and renewed attention to the need for dental services for children of low-income families. We are sharing this dental office on wheels with Comprehensive Community Action and Thundermist Health Center on a monthly basis, with service provided to 20 communities in the state. Besides the obvious dental health benefit to children, the Molar Express shows how organizations can join together with a common goal and offer services that would be difficult to provide individually.

In January we had our annual TQM Retreat Day at the Johnson & Wales Inn, in Seekonk. This is a special day for all of us, as staff gather to discuss problem areas and begin working toward solutions. The teamwork and spirit as various TQM groups meet in the morning is evident as challenges to various services are viewed. There have been many positive outcomes from past TQM study groups, and we anticipate more of the same when the final reports are delivered in June.

It's been over 40 years now that Head Start has opened new doors for families and their children, through a variety of programs aimed at offering child care for working families, as well as excellent preparation for school for children ages three and up. EBCAP is especially proud of its Head Start program which has classrooms throughout the east bay serving over 500 children. Recently, a Head Start classroom was added in Tiverton, at 1048 Stafford Road, in a building with also houses WIC and social services.

Over the past year we served 22,000 east bay residents in many ways. That's quite an accomplishment and I thank our staff for their continued caring and dedication to those we serve and our mission of providing high quality and accessible health and human services to assist people in reaching their full potential.



DENNIS ROY
CHIEF EXECUTIVE OFFICER

Donations and In Memoriam Gifts

August 2006 – December 2006

We thank the following people who have made donations after reading The Bridge

Sara Atkins
Bruce Brakenhoff
William A. and Lois Castro
Mario DeWillis
Debra Ann Diniz
Robert and Mary Jean McKenna
Marilyn Meardon
George Chaplin in memory of Dottie

Save The Date

Just looking forward to June should make you feel warmer these days...so make sure you save June 7 – it's a Thursday – for the Fourth Annual EBCAP Seaside Gala at Ocean Cliff in Newport. The event will have a Jazz theme, with music by the Bobby Saraceno Band and a special photography exhibit by John Corbett of Middletown.

Capital Campaign Reaches \$2,655,000

East Bay Community Action Program's \$2.6 million Capital Campaign is nearing its conclusion, with \$2,665,000 already donated. The campaign has been extended by a few months to accept a \$15,000 Challenge Grant from the Rhode Island Foundation. In order to receive the funds, the campaign must raise \$30,000.

While most of the campaign effort has been aimed at obtaining gifts from charitable foundations and major corporations in Rhode Island, the final phase of the campaign seeks to meet the Rhode Island Foundation's Challenge Grant and offers the organization's staff and the public the opportunity to participate.

"This stage of the campaign represents an opportunity for area residents to help our organization serve friends and neighbors throughout the East Bay," Dennis Roy, Chief Executive Officer of EBCAP said recently. "The challenges of obtaining quality medical and dental care, social services and financial self-sufficiency continue to grow. Gifts to the Capital Campaign will help us meet those challenges," he added.

Meet the Senior Management Team



SUSAN SCHENCK
CHIEF OPERATING
OFFICER



DONALD ROSS
CHIEF FINANCIAL
OFFICER



CAROLYN PELLEGRINO
DIRECTOR OF
FAMILY DEVELOPMENT



BARBARA SCHERMACK
DIRECTOR OF
HEAD START



STEPHANIE MCCAFFREY
HEALTH
ADMINISTRATOR

Molar Express on track providing free dental care to children

A life-sized Ronald McDonald in all his red and yellow glory greets visitors from poses on every side of a sparkling new 40-foot long dental office on wheels. He's a popular, kid-friendly figure that certainly helps reduce the anxiety of a visit to the dentist for children.

The logos of major supporters Citizens Bank Foundation, the Rhode Island Foundation and United Healthcare are also highly visible.

Welcome to the Ronald McDonald Care Mobile—the Molar Express!



RIBBON CUTTING: Newport school children help welcome the Ronald McDonald House Care Mobile—the Molar Express—to the Sullivan Elementary School marking the opening at the school.

A few hundred Rhode Island school children have already been aboard the care mobile and received free dental services from X-Rays to restorations. For some, it's the first time they have ever seen a dentist. For many, it's receiving needed dental care that was unaffordable in the past.

Children also receive educational information on proper tooth care, as well as some nice gifts as part of their visit, including McDonald's coupons, tooth brushes and dental floss. Recently, United Healthcare, provided a packet of gifts including tooth brush and passes to the Children's Museum of Rhode Island for children being treated.

EBCAP, along with Comprehensive Community Action (CCAP) and Thundermist Health Center (THC), joined to take advantage of

their experience in providing dental screenings and treatments to school children to apply for and receive the traveling dental office from Ronald McDonald House Charities of Eastern New England.

EBCAP placed the Molar Express in service first, visiting the Sullivan School in Newport for the month of October and treating over 135 children. EBCAP's experience in its East Bay Smiles Program was helpful, allowing care mobile personnel to have previous dental screenings and other health records to begin the program at nearly full throttle. EBCAP dentist Dr. Stacey Jacobs, Molar Express manager Judy Drake and EBCAP hygienist Suzanne Moniz, formed a solid team to inaugurate the program.

Newport Superintendent of Schools Dr. John Ambrogi cited the cooperation between EBCAP and the Newport School Department in many areas, noting, "The Molar Express is a needed service for our students and we are pleased to be involved in this new program."

This new Ronald McDonald Care Mobile, care mobile was featured in a Health Check feature on WJAR-TV, Channel 10, with Barbara Morse Silva. The news segment, filmed at the Sullivan School, featured interviews with Dennis Roy and Charlie Winterhalter a McDonald's franchise owner, and Chairman of the Board of Ronald McDonald House Charities of Eastern New England and it showed Dr. Jacobs and Ms. Drake treating a Sullivan School student.

In January, the care mobile was back with EBCAP and visits were made to schools in East Providence, Warren and Bristol with a special opening held at the Hugh Cole School in Warren.

As the Molar Express visits more communities in Rhode Island, Ronald McDonald's smiling face is joined by hundreds of new smiles from the youngsters treated aboard the care mobile.



AT STATE HOUSE: Elizabeth Roberts, former State Senator and now Lieutenant Governor of Rhode Island, speaks about the state legislature's role in helping provide dental care to youngsters at a State House ceremony marking the arrival of the Molar Express.

EBCAP part of HOPE VI program *(Continued from page 1)*

Considerable outreach is also involved in EBCAP's participation in serving the residents, as the relationship between EBCAP and residents is on a "voluntary" basis. "We do considerable mailings, telephone calling and actual knocking on doors to make sure all the residents are aware of the services EBCAP offers," Izzo added.

EBCAP's Chafee Boulevard Head Start building, with brightly decorated classrooms for pre-school children, serves many who live in the Newport Heights neighborhood. A campus of Community College of Rhode

Island also is close by, adding to the revitalization in the city's North End, as well as the advantage of a nearby site for job training and further education for residents.

"Eighty-seven percent of the Newport Heights residents are earning under \$20,000 a year, putting them at poverty level, so our services are needed," Izzo noted.

The federal department of housing and urban development (HUD) closely monitors the programs provided to residents, having established a set of goals EBCAP must meet as part of its contract.

"We are doing quite well with these goals," Izzo explained. "One of them, providing job training, had a goal of 30, while we connected 128 residents with training." Those who may have difficulty meeting utility bills are also helped through the agency's energy assistance program.

Hope VI has changed the landscape of public housing in Newport and, through EBCAP's participation in the program, has enabled many residents to obtain services that have placed them on the road to self sufficiency.

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East Bay Community Action Program Adopts Standards of Conduct *By Susan Schenck*

East Bay Community Action Program has adopted a Standards of Conduct document that defines the organization's agency-wide commitment to the highest ethical and legal standards of practice. The Standards of Conduct is designed to insure compliance with rules, regulations and the laws that govern EBCAP's work and it is intended to promote the highest standards of practice among the organization's 300 staff members.

The Standards of Conduct is comprised of two components: A Code of Business Conduct and a Code of Ethics. The Code of Business Conduct defines employee expectations related to laws and legal issues with which all staff must comply including fraud and abuse, discrimination, competition and antitrust, bribes and kickbacks, lobbying and political activity and cooperating with the government. The Code of Ethics, is based on EBCAP's core values including primacy of the customer, quality service, dignity and work of each individual and professional competence. It covers the following expectations: confidentiality, personal integrity and confidentiality, accuracy and record-keeping, gifts and gratuities, conflict of interest, safe and professional and legal workplace environment and communicating concerns.



POLICY PRESENTATION: All EBCAP employees are attending presentations on the organization's Standards of Conduct such as the one shown above. The new policy features a Code of Business Conduct and a Code of Ethics.

Dennis Roy, Chief Executive Officer of EBCAP, recently spoke of the agency's two-fold commitment, "EBCAP's first commitment is to the principle that people who use our services deserve the best service that we can provide and secondly we have a compact with the communities we serve to conduct business in an ethical

manner, free from interference and undue influence." He further noted, "Non-profit organizations like EBCAP are major employers and also receive significant funding from many different sources at the federal, state, municipal and private levels. We have a responsibility to use funds invested in our agency in the manner in which the funds are designated."

The Standards of Conduct were voluntarily developed by EBCAP staff as part of a Total Quality Management (TQM) initiative to define accepted and acceptable practices, promote high standards of practice and provide a benchmark for staff to use for self-evaluation.

The process for implementing the Standards of Conduct includes a whistleblowers provision whereby EBCAP staff will report any suspected violations to a professional, nationally-recognized compliance hot line service.