



## Annual Report 2009-10



[www.ebcap.org](http://www.ebcap.org)



**east bay community action program**  
THE BRIDGE TO SELF-RELIANCE

Dennis Roy, CEO

## Message from the Chief Executive Officer

Despite many challenges facing East Bay Community Action Program (EBCAP) over the past year due to a struggling economy in Rhode Island, I am pleased to report that we have seen much success in our programs, and we have been able to add new programs in youth services and employment and training. Our accomplishments are the result of a well-trained, efficient, and caring staff who take seriously our mission of providing high quality, comprehensive, and accessible health and human services. Special emphasis has been placed on following our philosophy that every door at EBCAP is the right door -- and one that opens to a staff that will do its utmost to provide clients with all possible services and referrals.

A new facility at 70 Turner Avenue in East Providence was opened in the fall of 2010 to provide two Head Start classrooms and six service enriched apartments for individuals and families.

There have been many highlights, including receiving a \$3 million federal grant to build a new health center in Newport's North End. EBCAP also received federal funding to make possible the conversion of all dental patient records to electronic format, had another year with full enrollment in our Head Start program and participated in the Federal Emergency Manpower Assistance (FEMA) program's work to help provide services for residents after the disastrous flood of spring 2010.

Excellent progress has been made on beginning a program to provide dental services to the elderly at nursing homes in our service area and to provide behavioral health services through our two health centers.

EBCAP looks to 2011 with a solid record of accomplishment in the health and human services field and strives to continue to meet the challenges of an increasing client base.

-- Dennis Roy, Chief Executive Officer



*EBCAP CEO Dennis Roy and Rhode Island State Senate President M. Teresa Paiva Weed (D-Newport) discuss legislation before the General Assembly.*

## 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, Middletown and Newport.

On the Cover: from left to right, top to bottom: Members of the State Senate delegation from East Bay communities presented EBCAP with a grant for the Molar Express, which provides free dental care to children. Head Start staff members gather with director Barbara Schermack (center) during Total Quality Management (TQM) Day problem solving session. EBCAP CEO Dennis Roy welcomes a new team of AmeriCorps volunteers to the organization. September 2010 - Lieutenant Governor Elizabeth Roberts helps EBCAP CEO Dennis Roy and EBCAP Board President Jim Vincent to cut the ribbon at the grand opening of 70 Turner Avenue, a facility in East Providence that was renovated to house two Head Start classrooms and six service enriched apartments.

## Message from the President of the Board

As federal and state cutbacks continued to impact the health and human services area, East Bay Community Action Program (EBCAP) again was a leader in providing a wide array of services to clients in Rhode Island's East Bay.

Much credit goes to the dedicated staff which has created a caring and supportive environment in which to carry out EBCAP's mission.

This is not an easy time for non-profit organizations, but with a strong Senior Management Team and a supportive Board of Directors, EBCAP has not only continued its outstanding record of service but also added several new programs including the Newport Skills Alliance, the Newport Family and Child Opportunity Zone, and An Even Start in Newport.

Six additional service-enriched apartments were opened in East Providence in a building that also houses two new Head Start classrooms. Long-time programs providing heating and energy assistance, a complete array of social services and WIC nutrition services and counseling for new mothers have all continued to flourish.

EBCAP continues to be cited as an example of how community action can work to improve the lives of our friends and neighbors in the East Bay.

-- James Vincent, President of the Board of Directors



*President of the Board of Directors, Jim Vincent, speaks at the Welcome Home dinner held by East Bay Coalition for the Homeless.*



*BOARD OF DIRECTORS: Members at a board meeting include, first row, left to right: Laurie Simonds, Fran Fontaine, Paula Bradley, Jessica Clark, Colleen DiCostanzo; Second row: Joe Judge, Greg Dias, Milton Rogers, Bob Rock, Jim Vincent, Dennis Kelley and Dick Brady.*

## Board of Directors

President: James Vincent

Vice President: Cheryl Abney

Secretary: Jane Koster

Treasurer: Joseph Judge, CPA

### Members

Paula Bradley

Richard Brady

Elizabeth Brooks

Wallace Campbell, III

Edward Carusi

Jessica Clark

Gregory Dias

Colleen DiCostanzo

Francyne Fontaine

Barbara Haskell

Dennis Kelley

Carole Moreau

Robert Rock

Milton Rogers

Laurie Simonds

Charles Duncan\*

Frank Bozyan\*\*

*\*City of Newport Liaison to Board*

*\*\*Middletown Town Council 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.*



*Students from Salve Regina University in Newport were part of the "Touch an Instrument" program at the Chafee Boulevard Head Start Center in Newport, showing children how musical instruments are played.*

## Head Start

EBCAP's Head Start program continues to excel in meeting the needs of children from infants to kindergarten age. Enrollment at each of the seven sites was at full capacity in 2009-10. The program completed its annual federal review with high marks in all areas.

With the purchase of the former St. Brendan's Church Convent on Turner Avenue in East Providence, a new Head Start Center was opened in the fall of 2010, with two classrooms that promote the learning experience for pre-school aged children, a new playground, a gross motor room for indoor activities, a kitchen, and space for parent meetings. The building also houses six apartments for individuals and families.

During the past year, Head Start personnel developed new procedures for maximizing child care revenues.

Head Start continued to emphasize activities that promote sound child development. A special program featuring professional musicians from Salve Regina University, The Met School, and the US Navy Band visited the Chafee Boulevard Center

in Newport for a series of "Touch an Instrument" programs and concerts. The popular "Dad, Dinner and Story" programs also continued during the past year, much to the delight of children and their parents.

The program, which has been implemented at all sites, was again part of the Positive Behavioral Interventions and Supports (PBIS) system of enhancing social competence in the classroom. New in 2009 were family art evenings based on the Picturing America project, held at the Willett Avenue and Joel Peckham sites, engaging over 200 children, parents and staff.

The Head Start Policy Council, made up of Head Start parents and community representatives, continued its review and action on all program policies and procedures, as well as helping coordinate special events for the children.



*Jack Reed, U.S. Senator for Rhode Island, speaks at the New England Head Start Association Conference held in April of 2010 in Newport, RI.*

## Medical & Dental Services

As a struggling economy caused many people to lose health care insurance, EBCAP's two health centers have seen an increase in patient enrollment. New Saturday morning hours have been added to the schedule for East Bay Family Health at 100 Bullocks Point Ave. as a result of increased demand for services.

A total of 4,122 medical patients and 3,862 dental patients were served in 2009.

EBCAP's application for \$3 million to build a new health center in Newport was approved using funds designated under the new health care reform bill passed by Congress in 2010.

Construction will start in the fall of 2011 on land next to EBCAP's Head Start Center at 8 John Chafee Boulevard in Newport's North End.

Professional services have been enhanced by the switch to Electronic Medical Records (EMR) for medical patients, allowing medical staff to see more patients and analyze patient data to help improve service delivery. A recent federal grant to EBCAP and two other Rhode Island health centers, will provide for a switch to electronic dental records.



*An architect's rendering shows the new EBCAP Health Care Center to be built in Newport's North End in 2011/2012 next to the Head Start Center on Chafee Boulevard.*



*Aboard Molar Express: Now in its fourth year, East Bay school children receive free dental care on the mobile dental center shared by EBCAP and two other health care providers.*

The Molar Express partnership has continued to flourish with 791 children seen in 2009 at visits to Head Start classrooms, community agencies and public schools throughout the East Bay. The Smiles Program, which provides dental screenings and cleanings for public school students in the East Bay, also enables children needing more extensive dental care to be served aboard the Molar Express at no charge.

Substantial progress is being made in adding geriatric dental care for those in nursing homes to the roster of services in EBCAP's dental program.

A new behavioral health component is also being established, with the assistance of federal funding and in conjunction with EBCAP's Family Development Program.

## East Bay Coalition for the Homeless (EBCH)

The Coalition continues to help address the needs of Rhode Island's homeless, especially families with children, through a number of housing options. Six new supportive apartments for individuals and families were opened in the fall of 2010 on the upper floor of the former St. Brendan's Church Convent in East Providence, while the ground floor was converted to classrooms for Head Start. This was a highlight of a busy year for the Coalition which maintained 12 other residences for families throughout the east bay. Special emphasis this past year has been placed on providing case management services for residents of EBCH units, referring them to other EBCAP services, including food pantry, medical, dental and job training services.

Major fund raising efforts were accomplished through the 2009 Bike-a-thon at Colt State Park in Bristol and the annual Welcome Home dinner event, held in 2009 at the Metacomet Country Club in East Providence and in 2010 at the Rhode Island Country Club in Barrington.



*Opened in September of 2010, 70 Turner Avenue in East Providence houses two Head Start classrooms and six service enriched apartments.*



*WIC helps families with low to moderate incomes by providing healthy food and nutrition advice for pregnant/breastfeeding/postpartum women, infants, and children under the age of five.*

## WIC

The number of consumers of WIC services at EBCAP continued to go grow with 3,000 served in the past year at four locations. This free nutrition program provides healthy food and nutrition advice to pregnant/breastfeeding and postpartum women, infants and children under five years old. WIC also takes part in a summer program that provides additional checks for free locally grown fruits and vegetables at Farmer's Market locations throughout the state.

## Family Development

### Every door is the right door...

The philosophy that every door is the right door resulted in a concentrated effort to add family advocates who would make sure that consumers were made aware of the menu of services offered at EBCAP and, if needed, referred to outside agencies for needs that could not be filled within the organization. The past year put the agency well on the way to meeting a goal of providing “one stop visits.”

Many new consumers were seen first on a visit to EBCAP’s food pantries in Tiverton, Newport, and East Providence and, from there, were referred to other departments. The three food pantries saw a significant increase in usage.

Family Development’s programs were bolstered through a continuation of the Safety Net Grant from the United Way of Rhode Island which offered funding to help area residents who sometimes fall through the cracks of eligibility for certain programs.

Another highlight of Family Development during the past year was the publication of a home visitor booklet for staff detailing specific steps for improving overall safety for home visits.

The long time Director of the Family Development program at EBCAP, Carolyn Pellegrino, retired in June, 2010 after 35 years of service. Many family, colleagues and associates gathered to wish her well at the Metacomet Country Club.

As part of the Newport Family and Child Opportunity Zone (NFCOZ), EBCAP places Family Service Coordinators in all elementary schools in the City of Newport to provide case management, literacy activities and other services to promote positive family/school interactions. Assistance in determining eligibility for RItE Care health insurance and other programs is also provided through NFCOZ.



*New consumers at EBCAP’s food pantries in Tiverton, Newport, and East Providence are also referred to other departments.*

Family advocates are available to work with families in transitional housing programs and EBCAP’s health centers.

Clinical Services for Youth (CSY) continued its growth from the 2006 Stopover Services/EBCAP merger by providing Newport County individuals and families with crisis intervention, counseling and outreach geared toward achieving stability for youth and families. A total of 306 clients were seen during 2009. CSY also placed Student Assistance Counselors at both Tiverton Middle School and Wilbur McMahon School in Little Compton.

Youth Success serves pregnant or parenting teens between the ages of 12 and 20 years, and it expanded in 2009 to cover the entire East Bay. This case management program assisted 49 youth in 2009 by helping them graduate from high school and achieve good health outcomes for their babies.

Lead Education and Outreach services are also provided to tenants and landlords in need of information regarding lead safety and lead abatement.



*A graduation program was held for students in the CNA (Certified Nursing Assistants) Training Class, part of the Newport Skills Alliance, which prepares employees for opportunities in career growth jobs.*

## Newport Skills Alliance

With attention focused on the high unemployment rates throughout the state and nation, the Newport Skills Alliance (NSA) has proved a timely answer to helping Rhode Island residents to receive training for local jobs. EBCAP plays a major role in this alliance of business, education, government and social service organizations, working with Newport County firms, and creating training and education opportunities with a goal of meeting company needs with qualified employees. Much success has been seen in graduating potential employees in career fields such as Certified Nursing Assistants (CNA) and hospitality. A special highlight of the program is its case management and wraparound services to assist program participants in overcoming such employment barriers as child care and transportation.

In this program's first year, a total of 21 individuals have received NSA training and have entered the job market. The new program has already hosted its fourth on-ramp for CNA trainings. In August of 2010, the program held a Career Week featuring an interview and resume workshop, practice interviews and a career fair to highlight employment opportunities.

## Heating & Energy Program

As heating oil prices escalated again in 2010, the number of area residents served through the Low Income Heating and Energy Assistance Program (LIHEAP) increased, with heating assistance provided to 4,105 households.

This component also was effective in helping many area residents weatherize their homes. Energy audits were provided to pinpoint locations where heat escapes from homes, with funding of necessary repairs. A total of 282 households received weatherization assistance.

The program also served 185 households through its appliance management program, providing new refrigerators and/or freezers to residents to replace old and energy inefficient models.

## RSVP and Foster Grandparent Program

The Retired Senior and Volunteer Program (RSVP) continued to place residents in service positions at such diverse sites as the Steamship Historical Society of America and as Court Appointed Special Advocates (CASA) where they help represent children in legal matters. In addition, volunteers also helped at area municipalities and educational, health and social service organizations, including Newport Hospital and East Providence Reads. RSVP again provided tax help for many residents with the assistance of students from Roger Williams University.

The program also placed volunteers in the Friendly Visitor Program providing companionship for homebound elderly and nursing home residents -- reading to them, writing letters and playing games.

In addition, RSVP coordinated a team of AmeriCorps volunteers, with training and assignments to various EBCAP programs.

The Foster Grandparent Program places elderly residents in public schools, Head Start classrooms and day care programs where they assist children in developing self confidence and skills improvement. In 2010, 18 Foster Grandparent volunteers received The President's Call to Service Award for serving over 4,000 hours of volunteer time. They received a letter signed by President Barack Obama, a certificate and a gold lapel pin.



*An annual summer picnic at Colt State Park in Bristol is provided for all the senior citizens in the Ocean State Senior Dining Program, along with music and dancing.*

## Senior Services/Case Management

Family advocates at EBCAP offer assessments and case management for the elderly facing a choice of independent living with home services or a nursing home. Family advocates also work with elders in assisted living programs. The advocates take part in the State of RI Protective Services Early Intervention and Self-Neglect programs to include bringing food and coordinating house cleaning, medical services and mental health care for the elderly.

Other programs for the elderly include the Ocean State Senior Dining Program, which offers meal sites at 10 locations, combining the opportunity for a nutritious lunch and socialization activities. A \$3 donation for the meal is suggested, and current menus can be viewed at [www.ebcap.org](http://www.ebcap.org). An annual picnic for senior citizens is held each July at Colt State Park.

## Even Start

Even Start provides family literacy services to the neediest populations through Adult Basic Education, General Education Development and English as a Second Language programs. An Early Childhood Education program serves children between birth and eight years of age in a developmentally appropriate manner, along with weekly parent time activities and interactive literacy. Each family works together on literacy activities for at least three hours a week.

In 2009, the program served 33 families in Newport.



*Even Start staff and parents are shown at a graduation ceremony for adults receiving their GED in the program.*

## Youth Centers

Youth Centers located in East Providence, Bristol and Newport served 644 East Bay youth in 2009 with services that included job training, GED preparation, and resume writing, all designed to prepare young people for today's employment opportunities.

The Youth Center realized a 100% positive outcome rate, meaning every youth that exited the program had achieved the goals they set during their participation at the center.



*Youth Centers help young people (ages 14-24 years) prepare for employment opportunities with job training, GED preparation, and resume writing.*

## Newport Family and Child Opportunity Zone (NFCOZ)

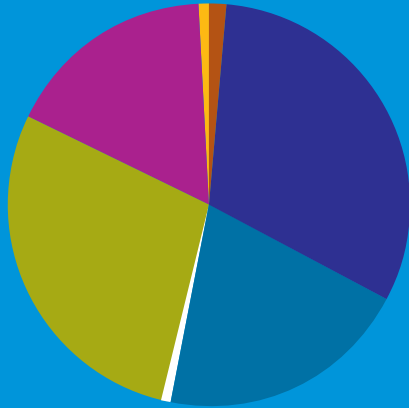
The Newport Family and Child Opportunity Zone (NFCOZ) is part of a Rhode Island statewide initiative to support children's success in school with early childhood services, school age services, family programs, health advocacy, and nutrition.

NFCOZ's early childhood education program, Parents As Teachers (PAT), served a total of 150 children and parents. PAT offers support assistance to families with children from birth to kindergarten through home visiting, playgroups, and enrichment activities.

Activities this past year included after school, summer and school vacation programs to help working families, and they included a nutrition component with the assistance of the Rhode Island Community Food Bank. Dental services through EBCAP's Smiles Program and the Molar Express were also offered during the past year.

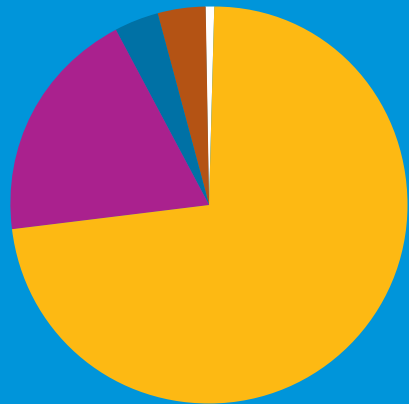
## Fiscal information *(as of June 30, 2010)*

### Use of Funds



Administration	\$314,651
Head Start	\$6,861,526
Health & Dental	\$4,470,831
Capital Improvements	\$50,788
Basic Human Needs Programs <i>(including heating &amp; energy, housing and food)</i>	\$6,317,427
Community Services	\$3,705,744
Fundraising	\$135,476
TOTAL	\$21,856,443

### Sources of Funds



Grant Revenues	\$15,990,685
Program Income	\$4,203,735
Donations & Support	\$762,412
In-kind Revenues	\$873,799
Other Income	\$25,812
TOTAL	\$21,856,443

### Distribution of Funds



Administration	\$314,651
Fundraising	\$135,476
Direct Services	\$21,406,316
TOTAL	\$21,856,443

## Thank You

The support EBCAP has received from individuals and organizations over the past year has been an important reason for our continued success in meeting the needs of the East Bay communities and residents. Some of the ways include:

## Seaside Gala

The 2009 Seaside Gala was held at Castle Hill Inn and Resort in Newport for the first time and featured a "Cruise Ship" theme. Over 180 guests enjoyed a special Castle Hill dinner, entertainment and live and silent auctions, with over \$17,000 in funds raised. The 2010 Seaside Gala featured an American Bandstand theme, with 200 guests and raised over \$18,000. The presentation of the 2009 Vision Awards and Public Service Awards was a special highlight at each Gala.



*Fundraising event: Invitation to the 2009 Seaside Gala held at Castle Hill Inn and Resort.*



*Singing Out Against Hunger committee members hold a planning meeting to get ready for the fund raising event.*

## Annual Appeal

The 2009 appeal supported EBCAP programs that provide basic human needs (encompassing food, housing, medicine and heating), raising a total of \$15,500. The 2010 Annual Appeal, mailed in November, will again be dedicated to Basic Human Needs.

## Singing Out Against Hunger

For the seventh year in a row, Singing Out Against Hunger (SOAH), an all volunteer group based in Tiverton, RI, raised both funds and food items for EBCAP food pantries in the East Bay. Hundreds of area residents enjoyed free concerts by musicians from throughout the region. SOAH also hosts an annual golf tournament to raise additional money. Combined, the events raised \$22,400 in funds, plus food items in 2009. Jane and Domenic Bitto, owners of Evelyn's Drive-in Restaurant in Tiverton, again chaired the event.

### Bristol County and East Providence Headquarters

100 Bullocks Point Avenue, East Providence, RI 02915  
401 437-1000

### Newport County Headquarters

19 Broadway, Newport, RI 02840  
401 847-7821



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