

East Providence HEZ Year-End Report

East Providence Health Equity Zone

August 6, 2021

I. Executive Summary

The East Providence Health Equity Zone (EP HEZ) is committed to developing an approach to community health and wellness that is rooted in collective impact, best practices, equity, and a strong collaborative governance model that includes those directly impacted in problem identification and solution co-creation and delivery.

EP HEZ was newly formed before the pandemic hit. Members of the Collaborative were invited to the first HEZ Steering information session in January 2020. By February 2020, EP HEZ had its official Steering Committee. The plan to implement a more formal governance structure for the HEZ was delayed in response to the community's need for immediate support due to the COVID-19 pandemic.

Still, EP HEZ was able to quickly mobilize and provide significant support during the pandemic while continuing some of its previously planned programming and has recently been continuing the development of the governance structure. With the emergence of the COVID-19 pandemic, the Steering Committee shifted gears from the governance of the HEZ to identifying and addressing the immediate needs of the East Providence community. EP HEZ is fortunate to have a diverse group serving on this committee, which continues to grow and has representation from community residents, faith leaders, educators, municipal staff, housing advocates and the East Providence Chamber of Commerce. Despite being a new Steering Committee, when the pandemic emerged as a significant threat in late February/early March of 2020, the Steering Committee increased its meeting frequency to weekly, and maintained that schedule for several months, before beginning to meet on a bi-weekly basis which it has sustained through August 2021.

The Steering Committee is committed to creating the right process for the work in place of rushing forward during a time of great stress on community members and nonprofit staff and leaders. EP HEZ understands that the work of collective impact, community engagement and equity and inclusion take more time than traditional collaboration, and the EP HEZ Steering Committee is dedicated to taking that time to ensure their work is done collaboratively and effectively. At the same time, EP HEZ has been highly responsive to the significant community crisis in the EP HEZ during the pandemic and has been able to inventory and mobilize health and other support services to become more accessible to the East Providence community. East Bay Community Action Center (EBCAP) serving as the backbone has also enabled the EP HEZ to collaborate with EBCAP's existing federally qualified Health Center, Community Health Team, Recovery Center, home visiting teams and other family navigation and social service resources. In addition to focusing on meeting needs during the pandemic, EP HEZ is proud of the success of the *We All Count RI Census 2020* work, the *Diabetes Health Equity Challenge*, as well as early practice of family support goals through the implementation of *Safe Sleep*, *Incredible Years*, and *Parents as Teachers* curriculums. The following activities were all in response to needs identified by the HEZ Steering Committee following a Community Needs Assessment in 2019, and address the Social Determinants of Health (SDOH) identified by the Rhode Island Department of Health (RIDOH):

COVID Emergency Response Services: EP HEZ COVID-19 Community Outreach Specialists (COS) were able to organize the ongoing distribution of gift cards to address residents' basic needs, as well as masks to promote health and safety during pandemic. They partnered with the East Providence Senior Center and EBCAP's Senior Services Department to continue food delivery to seniors in need, and responded to additional needs based on ongoing feedback from resident emergency needs surveys and other communication. Approximately 40,000 individuals were served through pandemic education outreach, virus testing support, vaccination support, mask and other Personal Protective Equipment (PPE) distribution, and SDOH and basic needs assistance.

We All Count! R.I. Census 2020: EP HEZ supported census outreach initiatives in collaboration with community partners. Support for this work was critical to ensuring access to important resources for both the HEZ community and the entirety of Rhode Island from the federal government.

RI Diabetes Health Equity Challenge: EP HEZ and EBCAP participated in a seven month initiative to promote the integration of clinical and population health, centering people with lived experience, to address equity issues for people with diabetes during the pandemic. While this program is still in its early stages due to a shift into pandemic crisis support, much was learned and 20 individuals were actively engaged the entire year with positive outcomes.

Pre-School Development: EP HEZ has begun the early stages of helping families with young children to access an array of integrated early childhood/parenting supports. In the past year this included the implementation of three Safe Sleep Workshops, two of which were geared towards professionals and one towards families, and a partnership between the Parents as Teachers (PAT) program and the Rhode Island Philharmonic Music School, providing the evidence-based PAT curriculum and the "Music with Ms. Su" class to 12 families. Additionally, 10 sessions of Incredible Years were provided, each ranging from 1-2 hours, to 11 participants from 10 families.

Governance Structure Development: A thorough needs assessment (see attached EP HEZ Needs Assessment) showed that East Providence has many strengths, the first of which is a strong existing sense of community, followed by strong emergency services and a proximity to Providence and other resource-rich locations. Areas most likely to be identified as needs, and least likely to be identified as strengths, were access to behavioral health services, housing/a good place to live, quiet and clean neighborhoods, youth services, youth bullying, senior services, transportation, and access to affordable healthy food. The EP HEZ Steering Committee intends to build on the strengths and address community identified needs as well as health and SDOH needs identified by the Rhode Island Department of Health. Finalizing focus areas and Work Groups is still a work in progress to enable true collective impact and community engagement.

Staff Member on Involving Those with Lived Experience in Decision Making: *"Having a person with lived experience on our team has been critical to our work, and their continued evaluation and input has helped to craft and shape programming."*

Person with Lived Experience on Participating in the Diabetes Health Equity Challenge: *"The participation and teamwork of the whole team, the feeling of purpose, and being listened to without judgement made this program a great experience."*

II. Demographic Information of HEZ Community Served

| HEZ Demographic Description | |
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| Geographic area served | <p>The East Providence HEZ serves Central East Providence, Rumford, and Riverside. (See census tracts area map on attachment titled “EP HEZ Resident Needs Assessment”). At the time of the attached assessment, East Providence (EP), the fifth largest city in RI, had the following demographics: a population of 47,618 persons; socioeconomically, a median income lower than the state median and approximately 11% of residents living in extreme poverty (100% or below FPL); 31% in poverty (138% or below) and 60% under 400% of the federal poverty guidelines. The service area population is predominantly white (non-Hispanic) with a growing ethnically diverse populations emerging: Black, Hispanic Latinx, Asian, and individuals who identify as two-or more ethnicities. According to the most recent UDS Mapper data (a national database administered by Health Resources Services Administration), between the years of 2012-2016, approximately 13,317 persons with low income resided in the city. Data supported the following identified health concerns: over 8% had been told they had diabetes; approximately 30% had been told they had high blood pressure; over 12% adults who have delayed/not sought care due to cost; and nearly 11% had no regular source of care.</p> |
| Description of racial/ethnic groups served in area and estimated population reached | <p>The EP HEZ service is comprised of the following racial and ethnic groups and the EP HEZ seeks to serve each of these groups with an equity and inclusion lens:</p> <ul style="list-style-type: none"> 82.6% White 6.4% Black 6.2% Hispanic 5.2% Two or More Races 5% Other 2.9% Asian <p>The estimated population reached during the pandemic through various COVID-19 support efforts including education (including through social media outreach and partnership with the City of East Providence), mask distribution, vaccine delivery and support, and testing delivery and support was approximately 40,000. The number supported with direct services through the pandemic via COVID-19 outreach to address a broad range of needs (food, housing, SDOH supports, etc.), as well as through the Diabetes Health Equity Challenge, Safe Sleep, Parents as Teachers, and the Incredible Years Curriculum was approximately 5,500.</p> |
| Key areas of RI Statewide SDoH | <p>The Community Needs Assessment (see attached EP HEZ Community Needs Assessment), along with RIDOH identified SDOH needs have determined the focus of the Steering Committee and Work Groups to date. This is still a work in progress as the EP HEZ is committing to a true collective impact approach that incorporates a focus on equity and the voices</p> |

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| | <p>of those with lived experience. The Steering Committee is strong, and the currently active Work Groups include:</p> <ul style="list-style-type: none"> • Resident Engagement • Communications • Behavioral Health • Teen Focus • Senior Services • Housing and Homelessness • Governance <p>COVID-19 Pandemic Support: Providing virus education, PPE, testing, and vaccination support as well as support for basic needs, in particular in the area of food access, during the COVID-19 pandemic has been the strongest area of work for the EP HEZ in the past year. Over 40,000 community members were reached through this work and resident engagement and trust was built.</p> <p>Diabetes Health Equity Challenge: The Diabetes Health Equity Challenge was a success in terms of keeping participants engaged and making positive changes. It was also successful in engaging the input of those with lived experience in decision making to improve the program.</p> |
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III. Partner Summary

Collaborative Membership list attached.

IV. Major Accomplishments

COVID-19 OUTREACH EFFORTS

Over the last year, an integral part of EP HEZ's COVID-19 outreach efforts has been building community relationships and trust and doing so in a way that allowed the HEZ to meet people where they were, both physically and psychologically. EP HEZ coordinated a variety of direct services over the last year, including the following:

- Scheduled and transported seniors to vaccination appointments
- Collaborated with the EBCAP Health Center to provide vaccine outreach and registration

- Partnered with East Providence Emergency Medical Services (EMS) and EBCAP Recovery Center to distribute Narcan to high-risk areas and provide information about behavioral health and recovery support services
- Collaborated with the Family Care Community Partnership (FCCP) to distribute wellness bags, which contained coloring books, stickers, and age-appropriate outreach material
- Held pop-up vaccine clinics at the Cape Verdean Progressive Center, RI Philharmonic Music School, and Santander Bank call center for employees
- Distributed COVID-19 “survival bags” which contained resource information, vaccine info, and PPE

As EP HEZ spent more time in the community, providing outreach on COVID testing, vaccines, and social services in locations not typically covered by outreach efforts, such as gas stations, restaurants, and supermarkets, staff and collaborative members were able to build trust and a relationship with the East Providence community as a whole, including East Providence municipal departments and the East Providence Mayor’s Office, and worked to address needs in real time.

Examples include:

- Provided PPE and educational materials throughout East Providence
- Partnered with the city and the Mayor’s office to phone bank and reach out to vulnerable populations, including the homebound, socially isolated, and non-English speaking communities about vaccine registration and social service referrals
- Responded to the RIDOH data provided about vaccination “cold-spots” to provided targeted outreach efforts, particularly in the 02914 zip code
- Hired multilingual Community Outreach Specialists (COS) to collaborate with the Cape Verdean Progressive Center
- Advertised the BIPOC vaccine clinic held at the Dunkin Donuts Center in April
- Posted flyers throughout the city in multiple language about COVID testing and vaccine clinics
- Engaged the community on social media, including the sharing of up to date information and resources
- Hosted clinics in public housing complexes as community events, providing food, entertainment, and information
- Used culturally and linguistically appropriate outreach materials provided by RIDOH and bilingual materials provided by EBCAP for outreach
- In addition to hiring multilingual COS to collaborate with the Cape Verdean Progressive Center, also hired additional outreach workers that spoke multiple languages, including Portuguese, Creole, Spanish, and French

As a result of the focus on meeting people where they were, being honest about the information provided and answering the questions asked, and an overall commitment to health equity, EP HEZ was able to achieve the following successes, among others:

- Invited to and participated in Facebook Live events with the East Providence Mayor to discuss vaccine outreach in the city, mental health needs, and resources related to the pandemic
- Focused on increasing food access to vulnerable populations, such as providing 125 seniors with a bag of groceries after they received their vaccine
- Funded a driver through the EP senior center and started a food delivery program
- Helped individuals to successfully apply for unemployment
- Presented to RIDOH professionals about successful EP HEZ outreach efforts
- Regularly partnered with the city regional pod and provided outreach staff
- Increased visibility throughout the community, which has allowed partnership on events into the summer and fall, including with the Cape Verdean Progressive Center, the East Providence Mayor’s office, FCCP, and more
- Increased the number of staff and volunteers doing COVID-19 outreach from 5 to 10-12 individuals, some of which were multilingual
- Increased digital media (social media, email campaigns, website) reach from roughly 100-300 people at the beginning of the year to 5000-7000 by June 2021

EP HEZ also faced some challenges, many of which revolved around the vaccine, including the following:

- Dispelling myths regarding the vaccine
- Reaching those who are socially isolated
- The hesitancy created by the Johnson & Johnson vaccine and vaccine hesitancy in general
- Resources to offer vaccines where the community is, such as churches and employers, rather than standalone or mobile clinics

Specific outreach to vulnerable populations. The pandemic highlighted gaps and EP HEZ engaged in specific outreach to vulnerable populations via:

- Mayor's Facebook Live event addressing vaccine hesitancy with leaders of the Black/LatinX community
- Funded Cape Verdean Progressive Center to distribute PPE and wellness bags
- Provided support at the outreach event at the Cape Verdean Progressive Center in May 2021
- Bilingual PSA videos starring trusted community members of color, which mirrored the recent RIDOH PSAs
- Outreach to local Portuguese churches, Portuguese cafes, and businesses within the community
- Increased street outreach in 02914 zip code-in response to RIDOH data regarding vaccine "cold spots," which tended to be more densely populated, a lower income population, have less access to resources, more tenement houses, and more people of color
- Collaborated with the Family Care Community Partnership Program (FCCP) and distributed wellness bags to preschool and daycares, with the theme of age-appropriate positive messages and safety
- Collaborated with the East Providence Senior Center, including establishing a partnership to divert calls to HEZ for senior case management needs during a staffing shortage
- Started outreach within family housing at the entrances, including providing PPE and community resource information, such as social services, testing, and vaccine information
- Hosted a community conversation and pop-up vaccine clinic event at the Cape Verdean Progressive Center aimed at addressing vaccine hesitancies
 - Collaborated with the Pawtucket/Central Falls HEZ to host the event, in recognition of the Portuguese and Cape Verdean population cross-over among the three cities
 - Reached out to Blackstone Valley Community Health and Blackstone Valley Community Action Program to advertise this event, as they also provide services to a large Portuguese and Cape Verdean population

DIABETES HEALTH EQUITY CHALLENGE

The EBCAP/EP HEZ team successfully participated in the Diabetes Health Equity Challenge (DHEC) and implemented the *Produce to People* program, which connects individuals managing diabetes with fresh produce. The pilot, which began with five participants in September of 2020, served 20 individuals at the end of the reporting year, and plans to expand to 50 participants over the next reporting year. The program continues to grow in scope of services provided, staffing, and health services integration through the work of dedicated healthcare professionals and the monitoring of clinical measures.

- Established a strong partnership of internal staff with a shared understanding of integrating the Person with Lived Experience (PLE) perspective in the work to ensure the programming met the community needs. This contribution shifted the work, appropriately illuminating barriers to avoid and improving effectiveness
- Building links to wrap-around services helped to direct goals and drive the process of identifying partnerships
- Building trust in the community was crucial to the success of this program

- In April of 2021, received agency-wide approval of Cantril's Ladder as an additional social determinants of health screening that will be used by the EBCAP Health Center, Food Pantry, and EP HEZ in screening patients and community members, expanding the ability to identify community members most at risk for poor outcomes and connect them early to resources
- Developing a community-led advisory group that will advocate for food policy changes continues and will be led by Jamie Douglas (PLE), representing the community voice
- Continued expansion of community partnerships and leadership
- Proposal for the ***Rhode to Equity initiative***, expanding the work in this program, was accepted. EP HEZ was one of six integrated HEZ/primary care/community health team/AE teams in the state to be awarded. This will enable an even stronger focus on engaging people with lived experience of diabetes, a continuation of the work done over the past year with very positive feedback. Additional partners are EBCAP's food pantry and EP Senior Center. EP HEZ/EBCAP are considered to be one of two "pacesetter" teams following a successful performance in 2020-2021

Other highlights include:

- Retention of Participants: The same core 17 community members participate throughout the year
- Internal Collaboration of the Agency: The WIC nutritionist, Food Pantry, HEZ, Health Center, Community Health Team, and Senior Services all collaborated
- Responsiveness of Staff and Programming: The needs and suggestions of the program participants were listened to and incorporated

PARTNERSHIP WITH THE CITY

The EP HEZ has expanded its ability to effect policy and systems change through stronger partnership with the City of East Providence.

- Numerous city employees representing several departments are members of the Steering Committee and workgroups, including but not limited to, the Director of Community Development, the Director of Senior Services, the Social Emotional Learning Facilitator for EP Schools, and school principals
- Close collaboration with the Mayor solidified this year through COVID outreach efforts:
 - Co-sponsored event at Cape Verdean Progressive Center
 - Participated in Facebook Live events with the Mayor regarding COVID related topics such as mental health and vaccination hesitancy among communities of color
 - Attended numerous community engagement events together
 - Promotion of EP HEZ via social media
 - Bi-weekly calls with Mayor, EMS and RIDOH regarding COVID, vaccination rates, and outreach plans
- Member of EP HEZ Steering is also a member of the City's diversity taskforce
- Close collaboration with the EP EMS and Fire Chief regarding COVID testing and vaccines: weekly planning calls; outreach staff at vaccine clinics to provide resources; EMS provided rapid testing at Cape Verdean Progressive Center event; HEZ outreach staff called seniors to schedule vaccine appointments at City pod and arranged/provided transportation
- EP HEZ provided financial support for driver for Senior Center to deliver food to seniors via CARES Act funding
- EP HEZ, the EBCAP Food Pantry, and the EP Senior Center collaborated to deliver food including fresh produce to seniors
- EP HEZ joined City's Census 2020 committee
- Continued collaboration with the Director of Planning & Economic Development to encourage and assist adult and youth residents in providing input in the City's Comprehensive Plan
- The EP HEZ Resident Engagement workgroup hosted the Mayor, so that he was able to hear concerns about access to resources

GOVERNANCE DEVELOPMENT

The nature of the population reach of the EP HEZ is evolving, as a community presence is being established. The HEZ has been effective and focused on reaching people where they are, and is recognized as a collaborative that can reach populations that can be difficult to access, including seniors, youth, individuals experiencing homelessness, and individuals with substance use disorders. Effectiveness in this area has increased the HEZ reach to those able to effect systemic change, including the Mayor of East Providence and East Providence General Assembly members.

In addition, the EP HEZ has been working hard to become a true collective impact initiative with a strong anti-racist and diversity, equity, and inclusion approach. The backbone agency for the EP HEZ is working to become an anti-racist organization. This is positively impacting how the backbone agency is operating and the diversity of the backbone staff as well as greater sensitivity to these issues. The backbone currently has an employee Taskforce for Justice and Equity and has employed a consultant to conduct a comprehensive assessment and have been making incremental changes even during this assessment process. Many of the staff from the backbone agency that are staffing the EP HEZ are part of this effort.

Carefully collected data, reviews of existing data, and lived experience are driving the decision making and the EP HEZ Steering Committee is taking the time to carefully work through a collective impact and inclusive process for identifying appropriate approaches for the collaborative, particularly those that take more of a policy, systems, and root cause approach. Following was the status of the work groups at the end of the reporting year:

Resident Engagement Advisory Workgroup: The Resident Engagement Advisory Workgroup is facilitated by Julie Silva, the Executive Director of Jules Hope Chest in East Providence and a life-long East Providence resident. This is an established workgroup that meets monthly, and members include residents and municipal government employees. Residents of East Providence bring their concerns to the workgroup members, who then work with the HEZ collaborative and other organizations to address these concerns. They are currently working on obtaining funding for a mobile outreach van, reaching out to parents to learn about their needs and concerns, and meeting with the Mayor of East Providence and East Providence faith-based leaders to plan a virtual town-hall. The group has identified the need for resident engagement to share resource information, combat stigmas associated with seeking help, and advocate and address obstacles, such as income eligibility restrictions, to families of all incomes obtaining supports.

Behavioral Health Workgroup: The Behavioral Health Workgroup is facilitated by Robert Crossley, the VP of Behavioral Health for EBCAP. They are in their early stages of development; behavioral health was identified as a need by the community for the Needs Assessment, but there was not someone able to act as a facilitator until recently. They are now meeting monthly, and in response to the concern that was raised by residents and providers that residents are not aware of resources available, and providers do not know how to reach residents, they compiled a list of the resources available in East Providence, program requirements, and how to access them. They will now focus on developing a comprehensive plan for engaging the community to normalize the need for support and share information about available resources. This workgroup will collaborate with the Resident Engagement and Communications workgroups to develop a comprehensive community engagement strategy.

Governance Workgroup: This workgroup is facilitated by Pam Bird, an East Providence resident and Senior Pastor for Trinity Tabernacle Church. The Governance Workgroup meets on an as needed basis and is developing a governance structure for the Steering Committee and workgroups. Prior to beginning the work of drafting a governance structure, they surveyed Steering Committee members to better understand needs and perceived strengths/weaknesses (see attached EP HEZ Governance Survey Responses document). They have created a draft governance structure for the workgroups and are incorporating feedback from the workgroups in their revision. Questions that they are addressing in the governance structure include: composition of workgroups, appointment of new members, quorum requirements, voting guideline, and sharing meetings minutes/agendas. EP HEZ has also contracted with a consultant, Lori DiPersio, former Executive Director of the Women's Resource Center, the backbone agency for the Newport HEZ, to assist with developing a more defined governance structure for EP HEZ.

Teen Focus Workgroup: The Teen Focus Workgroup is facilitated by Wendy Fenner-Aubin, the Outreach/FieldWorks Coordinator for East Urban Core FCCP. The group meets monthly and includes representatives from social service agencies, community-based organizations such as Boys & Girls Club, local teachers, and principals, and will soon have youth representation. They have also invited the local juvenile detective to attend. The current primary focus of the workgroup is to engage youth in its planning process to identify youth needs and priorities and provide leadership opportunities for youth in the HEZ planning process. The group is very active and has participated in community events including the Blacktops at Pierce Field basketball league, to share information about the HEZ and get feedback from youth and parents. They have also spoken with the East Providence mayor about recreational events for families, and, as COVID restrictions start to lift, have events planned for the summer.

Housing and Homelessness Workgroup: The Housing and Homelessness Workgroup is facilitated by Annette Bourne, the Research and Policy Director for Housing Works RI, and David Bachrach, the Community Development Director for the City of East Providence. They meet monthly and have several representatives from the city Planning Department and local housing and social service organizations. Their focus is on providing education about the link between housing and wellness; establishing workgroup members as ambassadors to advocate for housing needs; and revising policy and systems to allow for more accessible and affordable housing, in recognition of the fact that housing is one of the most critical social determinants of health. They are currently determining the best way for the group to be structured, and have discussed breaking into three smaller committees, with each committee able to focus on a target area of education, policy, or planning and development. Some possible areas of focus include ensuring that housing needs are reflected in the City's current Comprehensive Plan process; engaging local businesses as community partners to advocate for more affordable housing and workforce development opportunities; and reducing homelessness among at-risk youth.

Communications Workgroup: The Communications Workgroup is facilitated by Jacquelyn Brooks, EP HEZ's Community Engagement Specialist/Communications Coordinator for EBCAP. They meet monthly and use a range of communications strategies, including social media, to share information and resources with the community. In collaboration with the EP HEZ COVID Community Outreach team, they have produced PSAs to support COVID-19 vaccination outreach, which feature local leaders and trusted individuals for specific engagement of the BIPOC community and are currently editing the videos, so they are ready for release in the summer.

Senior Services Workgroup: The Senior Services Workgroup is facilitated by Robin Covington, EBCAP's Director of Senior Services, and has representatives from the EBCAP Senior Services team, the East Providence Senior Center, local assisted living facilities, and statewide advocacy and information organizations. They are a new workgroup and had their first meeting in June 2021. They have identified three significant issues that seniors in East Providence are facing (hoarding, CNA shortage, and providing more than one provider option for services) and are brainstorming ways that the HEZ collaborative can address these challenges.

V. Success Stories / Narrative

Perspective From an Outreach Worker:

- *Talking to residents about hesitancy and sharing my vaccination experience - all outreach workers are vaccinated, so we share firsthand experience*
- *Met a girl while doing outreach who needed to get COVID tested to see a loved one in prison and sending her to our Bullocks location*
- *Running into a homeless man at the local gas station and walking off to the side and completing a SNAP app and passing out Narcan, which we were trained by the recovery center on*

- *Meeting a resident who said they just received their last TDI check and needed to apply for unemployment but didn't have a computer, so we helped him to apply twice and to advocate to his Congressmen*

We connected with residents and businesses and with people who don't necessarily have computer access and access to social media, and connected folks that wouldn't necessarily know about or how to access services. We set up shop and tabled outside of local establishments such as:

- *Café Zara*
- *Sax (popular neighborhood restaurant)*
- *Taunton Ave Portuguese Bakery*
- *Exxon- the local gas station*

Through this grassroots outreach, we became that friendly face linking people to the resources they need right now.

- *We linked our neighbors—on the spot—to community resources and information*
- *We provided referrals to recovery and behavioral health services, SNAP and TDI enrollment, food, heating, and rental assistance*
- *During street outreach we gave out masks and other PPE such as sanitizers and face shields*

Perspective of a Participant in the Diabetes Health Equity Challenge

"The participation and teamwork of the whole team, the feeling of purpose, and being listened to without judgement made this program a great experience."

Perspective of a Staff Member with the Diabetes Health Equity Challenge:

"Being able to work directly with clients, and learning from the lived experiences of both staff and persons with lived experience was an important and memorable part of this program"

Incredible Years: Family Participant Takeaways:

"Thanks so much for all your knowledge, support and active listening over these past few months! This course and group have been a great support system for me, and I feel like I am working towards my goals and making progress."

"The positive reminders vignette was my biggest takeaway- I think I give [child] too much credit for being so smart but developmentally he can be impulsive and I put too much responsibility on him remembering about being gentle with his brother or other non-negotiables. Reminders would help be more proactive rather than reactive."

Parents as Teachers and RI Philharmonic School: Family Participant Takeaways:

"Every Thursday morning my little ones and I look forward to Miss Su's music class, especially during this pandemic when in-person classes are not an option. From the dancing and singing to the story time and goodbye song, my little ones enjoy every second. I am so happy we had the opportunity to participate in this class and will be sad when it ends. Thank you, Miss Su!"

"Miss Su's music class has been a wonderful addition to our weekly routine. The music and stories are fun for the family and I appreciate the helpful parenting info and suggested activities. Miss Su does a great job of keeping the kids engaged in the virtual environment."

Safe Sleep: Early Childhood Professionals Workshop Thoughts:

“Thank you for all the information given in this training. It will help our team to give these updates on safe sleep in a respectful manner.”

VI. HEZ Dashboard

| EAST PROVIDENCE HEALTH EQUITY ZONE | | | | | |
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| Objective | Strategy/Activity | Impact Area(s) | Outcome(s) / Evaluation | Funding Source(s)* (include amounts for funds external to RIDOH) | Notes |
| Objective 1 Diabetes Health Equity Challenge | Activity 1: -Engaged 20 members in a Diabetes Health Equity Challenge with wrap-around services | -Diabetes/Access to Healthy Food | -Kept the same core 17 members throughout the year | -Funded by the Rhode Island Care Transformation Collaborative (CTC): \$15,000 | |
| | Activity 2: -Engaged an individual with lived experience in the decision making process | -Diabetes/Access to Healthy Food | -1 Team member with lived experience supporting decision making. | | |
| | Activity 3: - <i>We in the World</i> Health Equity Trainer in Policy for the Diabetes Challenge – Training provided support to engage in a higher level of policy work | -Diabetes/Access to Healthy Food -Health Policy | -6 individuals participated in the monthly trainings | | |
| Crisis Support in HEZ area During a Global Pandemic | Activity 1: -Food delivery and food provision | -Crisis Food Access in HEZ areas | -5,261 meals provided or delivered; this includes multiple bags of groceries to 125 seniors | -RIDOH HEZ Funding Core Grant: \$149,999.00 -CARES Act: \$100,000 -ELC Funding: \$100,000 -\$2,000 for Basic Needs from Rhode Island Foundation | |

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| | Activity 2: -Virus/Pandemic Education: -Providing PPE and educational materials throughout East Providence -Working with the city and the Mayor's office to phone bank and outreach to vulnerable populations, including the homebound, socially isolated, and non-English speaking communities about vaccine registration and social service referrals -Hiring multilingual Community Outreach Specialists (COS) to collaborate with the Cape Verdean Progressive Center -Used culturally and linguistically appropriate outreach materials provided by RIDOH and bilingual materials provided by EBCAP -Hired outreach workers that spoke multiple languages, including Portuguese, Creole, Spanish, and French | Crisis Physical Health Education | -41,699 total residents reached -5163 Educational Materials Distributed -6222 Individuals Reached at Outreach Events -98 Online COVID Communications -34,084 People Reached w/Online Communications -4124 People in Community Reached w/Vaccine-Related Efforts -12 staff members dedicated to COVID outreach, including bilingual staff -310 Community events attended by CHWs and COSs | -RIDOH HEZ Funding Core Grant: \$149,999.00 -CARES Act: \$100,000 -ELC Funding: \$100,000 | |
| | Activity 3: -Virus Testing: posted flyers throughout EP in multiple language about COVID testing and vaccine clinics | -Crisis Community Health -Crisis Individual Physical Health | -19,369 People Tested at EP HEZ Community Partner Site | -RIDOH HEZ Funding Core Grant: \$149,999.00 -CARES Act: \$100,000 -ELC Funding: \$100,000 | |
| | Activity 4: -Vaccination assistance, including collaborating with the EBCAP Health | -Crisis Community Health -Crisis Individual Physical Health | -5,586 People Assisted w/Vaccine Registration | -RIDOH HEZ Funding Core Grant: \$149,999.00 -CARES Act: \$100,000 | |

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| | <p>Center to provide vaccine outreach and registration</p> <ul style="list-style-type: none"> -Held pop-up vaccine clinics at the Cape Verdean Progressive Center, RI Philharmonic & Music School, and Santander Bank call center -Transported seniors to vaccination appointments -Responded to the RIDOH data provided about vaccination “cold-spots” to provided targeted outreach efforts, particularly in the 02914 zip code -Spread the word about the BIPOC vaccine clinic held at the Dunkin Donuts Center in April 2021 -Hosted clinics in public housing complexes as community events with food and entertainment along with information -Invited to and participated in a panel with the EP Mayor to discuss vaccine outreach in East Providence | | | -ELC Funding: \$100,000 | |
| | <p>Activity 5:</p> <ul style="list-style-type: none"> -Mask provision and providing additional PPE and educational materials throughout East Providence | <ul style="list-style-type: none"> -Crisis Community Health and Safety -Individual Physical Health and Safety | -55,324 masks delivered to the public | <ul style="list-style-type: none"> -RIDOH HEZ Funding Core Grant: \$149,999.00 -CARES Act: \$100,000 -ELC Funding: \$100,000 | |
| | <p>Activity 6:</p> <ul style="list-style-type: none"> -Provided connection for residents to support for immediate needs -Worked with the City of East Providence and the Mayor’s office to phone bank and reach out to vulnerable populations, | <ul style="list-style-type: none"> -Immediate Crisis Intervention -Social Cohesion | <ul style="list-style-type: none"> -1048 Referrals Made w/Identified SDOH Need -4996 Community Members Served by CHWs/COSs (direct support, services, referrals, etc.) -789 People in Quarantine/Isolation | <ul style="list-style-type: none"> -RIDOH HEZ Funding Core Grant: \$149,999.00 -CARES Act Funding: \$100,000 | |

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| | including the homebound, socially isolated, and non-English speaking communities about vaccine registration and social service referrals -Collaborated with FCCP to distribute wellness bags, which contained coloring books, stickers, and age-appropriate outreach materials; -Distributed COVID “survival bags” which contained resource information -Assisted individuals in successfully applying for unemployment | | Supported by HEZ for Immediate Needs -287 COVID-Related Support Requests | | |
| | Activity 7: -Worked with EP EMS and EBCAP Recovery Center to distribute Narcan to high-risk areas and provide information about behavioral health and recovery support services | -Behavioral Health -Opioid Misuse Support | | -RIDOH HEZ Funding Core Grant: \$149,999.00 -CARES Act: \$100,000 -ELC Funding: \$100,000 | |
| We Count: Census 2020 | Activity 1: -Used a script developed for the project with targeted information, clients were able to speak with a trusted source to mitigate their concerns, many times leading to a change in their completion status | -Census Count: It is important to have an accurate count to access resources for a variety of community needs and SDOH | -2000+ households contacted about completing the 2020 Census | -RIF Grant: \$10,000 | |
| | Activity 2: -Leveraged digital and printed materials distribution to reach clients and the broader community | -Census Count | -8,000 flyers and postcards distributed to partners and stakeholders -2,000 individuals viewed and shared 25 unique posts via social media channels | -RIF Grant: \$10,000 | |

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| Pre-School Development | Activity 1: -Parents as Teachers Curriculum Through <i>Music with Ms. Su</i> | -Pre-school development | -14 Families has positive learning outcomes identified through pre/post survey (see attached Miss Su Surveys) -- 18 classes held -6 were fully attended. | -Pre-School Development Grant RIDOH: \$57,927.80 | |
| | Activity 2: -Safe Sleep Workshop to address higher incidence of among African American Families -Worked with Margot Katz, who was the only facilitator in the state for this program. To address engaging more communities most impacted by SIDS, the HEZ began work with Ms. Katz to develop a curriculum that is culturally competent and linguistically appropriate specifically targeting and hard to reach communities | -Pre-school development -Equity | -38 early childhood providers are now trained as Safe Sleep Champions and able to provide culturally sensitive information either in group or individual sessions -8 families attended family-focused Safe Sleep sessions | Pre-School Development Grant RIDOH: \$57,927.80 | |
| | Activity 3: -Family Navigator supporting families (since hire December 2020) | -Pre-school development | -3,100 touch points with families -Connected with 40 organizations | -Pre-School Development Grant RIDOH: \$57,927.80 | |
| | Activity 4: -Incredible Years, an evidence-based program for parents, teachers and children that helps reduce challenging behaviors in children and increase their social emotional learning and self-control skills | -Pre-school development | -10 families participated | -Pre-School Development Grant RIDOH: \$57,927.80 | |
| Development of a Strong Collective Impact and Equity Focused | Activity 1: Work Groups Formed and Currently Meeting to Develop Clearer Goals and Activities: <ul style="list-style-type: none"> Communications | -Governance -Social Cohesion -Equity | -18 Steering Committee Members participated on a regular basis | -RIDOH HEZ Funding-core grant \$149,999.00 | |

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| Governance Structure | <ul style="list-style-type: none"> • Resident Engagement • Behavioral Health • Teen Focus • Senior Services • Governance • Housing and Homelessness | | | | |
| | Activity 2: -Increased visibility throughout the community, which allowed partnership on events into the summer and fall, including with the Cape Verdean Progressive Center, the EP Mayor's office, the East Providence Arts Council, and more | | | | |
| | Activity 3: -Presentation by Julie DiBari of The Capacity Group on Collective Impact research, The Collective Power Analysis process evaluation tool for collaborations, and learnings from key learnings from other health equity collaborations across the state | -Governance -Social Cohesion -Equity | -18 Steering Committee members participated in this learning opportunity and followed the learning opportunity with further discussion of governance structure. | | |

VII. Community Needs Assessment Summary (updated)

Needs assessment is a continuous process to identify the ever-changing needs of the community. Describe and/or provide an update to your continuous needs assessment plan using the chart below.

| Information Source * <i>Where/how are you getting the information (data)</i> | Stakeholders engaged <i>Who was/is the target population(s) and how were/are they identified and reached?</i> | How will you/did you engage the different stakeholders? <i>How does assessment support identification of needs coming from the community?</i> | Findings/Results of the community assessment (if completed) <i>What issues or priorities were identified in the community, and how will they be shared with the community and prioritized?</i> | Success and challenges of this community needs assessment activity <i>What would you do again and what would you have done differently?</i> |
|--|---|---|---|---|
| Census Count Data | Steering Committee, HEZ Staff, East Providence residents | Steering Committee Meetings, Work Group Meetings, Staff Meetings, outreach to EBCAP clients via phone and face-to-face, outreach to community via flyers, postcards, and social media | East Bay Community Action Program serves diverse communities, many of which host residents categorized as hard-to-count populations, including racial and ethnic minorities, people who speak languages other than English, those with low Internet proficiency, and transient populations. These challenges were anticipated in our outreach and are reflected in the self-response rates: East Providence 2020: 71.2% 2010: 72.4% | COVID-19 brought unique challenges to our 2020 Census Outreach efforts. Initial planning included many community outreach events and increased in-person access to clients. However, this quickly changed when gatherings were limited. The pandemic not only forced the use of more digital strategies, but also in finding creative alternatives to reach individuals with limited access to internet or those socially isolated. More collaborative efforts in community phone banking may have led to more successful outreach in communities with lower self-response rates, as individualized coaching and barrier reduction were the most successful tools to changing completion status |
| Year 1 EP HEZ Needs | Steering Committee, | Steering Committee | We identified that the EP HEZ has | We are excited for our Rhode to Equity |

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| Assessment (included review of existing research and census data as well as original research) | HEZ Staff, East Providence residents, EBCAP employees who serve East Providence residents | Meetings, Work Group Meetings, Staff Meetings, surveys, social media, community meeting, key stakeholder interviews | many strengths: a strong existing sense of community, strong emergency services and a proximity to Providence and other locations. Areas most likely to be identified as needs, and least likely to be identified as strengths, were access to behavioral health services, housing/a good place to live, quiet and clean neighborhoods, youth services, youth bullying, senior services, and transportation. | work to inform all our work further going forward, as well as the completion of the Diversity and Inclusion assessment of the backbone agency. |
| HEZ Social Media Report - Hoot Suite | Steering Committee, HEZ Staff, community members | Steering Committee Meetings, Work Group Meetings, Staff Meetings, Facebook including Facebook Live events, Instagram | We can track community outreach and engagement and interest in activities | N/A |
| Diabetes Health Equity Challenge Participant Tracking and Internal Collaboration Tracking | Steering Committee, HEZ Staff | Steering Committee Meetings, Work Group Meetings, Staff Meetings | Tracked Retention of Participants: We have had the same core 17 community members participate throughout the year Tracked Internal Collaboration of the Agency: The WIC nutritionist, Food Pantry, HEZ, Health Center, Community Health Team, and Senior Services all collaborated Tracked Responsiveness of Staff and Programming: The needs and suggestions of the program participants were listened to and incorporated | Using population health data for East Providence to direct what needs are addressed |
| Parents as Teachers Survey - Pre/Post and Attendance | Families with children ages 0-4. Steering Committee, HEZ Staff | Steering Committee Meetings, Work Group Meetings, Staff Meetings | We track satisfaction, attendance, and demographic information. | COVID-19 encouraged regular attendance, as families did not have to worry about |

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| | including Family Navigator, EBCAP family visiting and Head Start staff, RI Philharmonic & Music School | | | weather or transportation, and were eager to form new relationships and interact with other participants. A virtual learning environment also had the challenge of keeping children and parents engaged and encouraging participation. |
| Incredible Years | EP Families with young children | Incredible Years programming classes (10 classes of 1-2 hours/each) | We track satisfaction, attendance, and demographics | -Social isolation and lack of connectedness as the result of COVID-19 resulted in families being more willing to connect with others in the program, providing a stronger peer support environment for families -A virtual environment made it difficult for participants to communicate privately or 1:1 with the facilitator |
| Safe Sleep Surveys Pre/Post | Steering Committee, HEZ Staff | Steering Committee Meetings, Work Group Meetings, Staff Meetings | We track satisfaction, attendance | -Safe Sleep facilitators recognized that the existing curriculum did not successfully address the needs of the African-American community, and partnered with RIDOH to create a culturally relevant training, turning a challenge into a success |
| Resident Crisis Surveys During Pandemic | Steering Committee, HEZ Staff | Steering Committee Meetings, Work Group Meetings, Staff Meetings | We asked residents to give us insight into their immediate needs (see attached survey) | -The EP HEZ was able to better understand community needs, build trust by addressing those needs when possible, and gain a better understanding of the existing resources in East Providence |
| Resident Engagement | Steering Committee, | Steering Committee | Provide a space for residents to provide continuous | -Able to build community trust by |

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| Advisory Workgroup | HEZ Staff, EP Residents, EBCAP employees serving EP community | Meetings, Work Group Meetings, Staff Meetings | feedback on successes, barriers, and concerns | continuously providing a space to engage, and at a time when residents were able to attend -Difficult to encourage participation virtually, not a space for 1:1 conversations |
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****Please attach any tools that were developed to collect/assess the community needs (surveys, focus group/interview questions or script, etc.)***

SURVEY TOOLS AND NEEDS ASSESSMENTS ATTACHED.

VIII. HEZ Action/Work Plan for Upcoming Year

Following is a draft work plan for the EP HEZ, which is meant to evolve as the needs and resources within the community change. The EP HEZ also intends to open an RFP for an outside evaluator to assist with the continuing revision of the action plan, as well as the evaluation plan. A true collective impact approach, and one that engages those with lived experience and takes an equity lens, means that all elements of the work take a little more time, yet ideally result in much better focus and outcomes. The overview of the Work Groups in previous sections provides additional information on planned work.

| Action | Objective | Responsible | Time Frame | Start Date | Funding |
|---|--|--|----------------------------|-------------|------------|
| Goal 1: Build Awareness | | | | | |
| Continue supporting the Resident Engagement and Communications Workgroups | Increase awareness of social, health, educational, and financial resources. Increase community engagement and establish EP HEZ as a trusted community resource. | HEZ Community Engagement and Communications Specialist and HEZ Collaborative | Duration of HEZ activities | Ongoing | Core Grant |
| Goal 2: Promote Resiliency | | | | | |
| Continue supporting the Housing and Homelessness Workgroup | Assess available housing supports in the community and existing disparities. Work with local and statewide partners to better educate the public and effect policy change. | EP HEZ Staff and Collaborative | Duration of HEZ activities | In progress | Core Grant |

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| Create a “Heat Map” of development opportunities with regards to housing | Identify existing developments and the resources they provide, to encourage developers and providers to invest in equitable housing in East Providence | EP HEZ Staff and Collaborative | To begin working on in Fall 2021, and continue throughout Year 3 | Sept. 2021 | Core Grant |
| Create a Community Resilience Hub | Continue the development of a comprehensive resource hub to support residents in self-sufficiency | EP HEZ and Collaborative | Duration of HEZ activities | In progress | Core Grant |
| Create a Faith Leaders Resiliency Collaborative | Support Faith Leaders in assisting with community emergency response efforts and integrating their work with larger community resiliency efforts | EP HEZ Staff and Collaborative | | | Core Grant |
| Work with municipal leaders to survey East Providence transportation resources to gain an idea of what resources are available | Increase the availability of accessible and affordable transportation options for seniors, youth, and individuals with disabilities | EP HEZ Staff, Collaborative, municipal leadership | To begin working on in Fall 2021, and continue throughout Year 3 | September 2021 | Core Grant |
| Integrate the voice of Persons with Lived Experience (PLEs) from the Rhode to Equity Program into the EP HEZ Steering Committee and workgroups | Improve access to healthy food and utilize the PLEs to support systems and policy change | EP HEZ Staff, EP HEZ Collaborative, PLEs | July 1, 2021-June 30, 2022 | July 1, 2021 | Rhode to Equity Grant, \$77,900 |
| A range of outreach activities in partnership with state and local leaders to increase vaccination and testing rates, provide system navigation supports, and foster community resilience | Continue to expand community level response to the COVID-19 pandemic to support community resilience and recovery | EP HEZ Staff and Collaborative | July 1, 2021-June 30, 2022 | July 1, 2021 | Health Disparities Grant, \$254,535 |
| Goal 3: Improve Access to Health Services | | | | | |

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| Continue to support the Behavioral Health Workgroup | Utilize community feedback from Year 2 around existing gaps in the behavioral healthcare system to identify priority action items to address; collaborate with the Resident Engagement and Communications Workgroups to create a community resource hub | EP HEZ Staff and Collaborative | Duration of HEZ activities | In Progress | Core Grant |
| Work with community leaders to address the stigma of accessing behavioral health services | Address the existing social stigmas around accessing behavioral health services in a culturally appropriate and relevant way | EP HEZ Staff and Collaborative | To begin working on in Fall 2021, and continue throughout Year 3 | September 2021 | Core Grant |
| Goal 4: Support Health and Wellness | | | | | |
| Continue to support the Teen Focus Workgroup | Continued investigation of Youth Survey findings related to the prevalence of bullying and substance use. Teen-focused outreach to encourage regular teen participation and input in the Teen Focus Workgroup | EP HEZ Staff and Collaborative | Duration of HEZ activities | Ongoing | Core Grant |
| RI Rhode to Equity Challenge | Promote integration of clinical practice and community health strategies to address disparities in health outcomes for people with diabetes | EP HEZ Director, EBCAP Health, Accountable Entity, Persons with Lived Experience | July 1, 2021-June 30, 2022 | July 1, 2021 | Rhode to Equity Grant, \$77,900 |
| Work with municipal leadership and community organizations to create youth recreation opportunities | Create free or low-cost recreational opportunities for EP teens | EP HEZ Staff and Collaborative | To begin working on in Fall 2021, and continue throughout Year 3 | September 2021 | Core Grant |

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| Continue to support the Senior Services Workgroup | Address the following identified priority areas among EP seniors: -Prevalence of hoarding -Social isolation -Both the lack of CNAs and the lack of options of provider organizations | EP HEZ Staff and Collaborative | Duration of HEZ activities | Ongoing | Core Grant |
| Establish or partner with an existing community collaborative to address social isolation | Increase senior engagement and decrease social isolation among seniors | EP HEZ Staff and Collaborative | To begin working on in Fall 2021, and continue throughout Year 3 | September 2021 | Core Grant |
| Engage families with young children and expectant families to participate in evidence-based maternal and early childhood programs | Provide support for families to secure social and health resources needed | EP HEZ, RI Philharmonic, Margo Katz (RIDOH), EBCAP Family Development Team (PAT, HFA, Head Start) | July 1, 2021-June 30, 2022 | July 1, 2021 | Pre-School Development Grant (PDG), \$85,000 |
| Goal 5: Strengthen Capacity/Structure of EP HEZ | | | | | |
| Continue developing a governance structure for decision-making and operations of the HEZ | Increase capacity of the HEZ | EP HEZ staff and HEZ Governance Workgroup; paid consultant | In progress | In progress | Core Grant |
| Conduct continued outreach to key community partners and residents | Increase stakeholder and resident engagement | EP HEZ staff and Collaborative | Duration of HEZ activities | In progress | Core Grant |

IX. HEZ EVALUATION PLAN

The EP HEZ will continue to track outcomes and population level needs as identified in the above sections. In addition, a new evaluation plan will be developed in the fall. The EP HEZ in the past year had very little money for engaging an outside evaluator, however, in the coming year funds have been made available and an RFP will go out shortly. The EP HEZ Steering Committee recently received training on Collective Impact and The Capacity Group's Collective Power Analysis from Dr. Julie DiBari, CEO of The Capacity Group, who has been a process evaluator for other HEZ initiatives, and general health equity and education collaboratives in Rhode Island. The upcoming RFP will request that the evaluator support the EP HEZ both with evaluation of activities as well as our process toward becoming a strong collaborative.

We did not want to rush the process of putting together a strong RFP for an evaluator for our work. A true collective impact approach, and one that engages those with lived experience and takes an equity lens, means that all elements of the work take a little more time, yet ideally result in much better focus and outcomes.

EVALUATION PLAN – East Providence HEZ

| Work Plan Activity/Objective * | Key Elements of Activity | Key Metrics / Indicators | Data/Information Sources | Frequency of data collection | Responsible party for collection and maintenance of data | Plans for dissemination of the data/ information gathered |
|--|---|--|---|---|---|--|
| [Objective 1] [Activity 1] | <i>[What are you trying to do?]</i> | <i>[What are the indicators of performance or outcomes that can be reported, measured, gathered, compared, or evaluated?]</i> | <i>[Where will the information/ data be collected from and/or stored for different metrics for evaluation purposes?]</i> | <i>[How often will this data be collected?]</i> | <i>[Who is responsible for collecting, and maintaining the data?]</i> | <i>[How will you share the information with the community and other stakeholders?]</i> |
| Objective 1, Activity 1: Continue supporting the Resident Engagement and Communication Workgroups | <ul style="list-style-type: none"> -Increase awareness of social, health, and financial supports available for residents of East Providence -Support regular meetings of the Resident Engagement and Communications Workgroups -Craft a cohesive communications strategy that will increase the visibility of the EP HEZ among residents -Create a welcoming and safe atmosphere for residents to discuss barriers to health equity | <ul style="list-style-type: none"> -Attendance at workgroup meetings <ul style="list-style-type: none"> -Track resident representation vs. organization/municipal representation -Survey community members regarding supports available and knowledge of EP HEZ -Record meeting minutes <ul style="list-style-type: none"> -Track which SDOH barriers are discussed | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance -Community surveys, interviews, focus groups -Workgroup member activity logs -Program statistics | <ul style="list-style-type: none"> -Monthly -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ staff -Workgroup facilitators (meeting minutes and attendance) | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -End of Year Report |
| Objective 2, Activity 1: Continue supporting the Housing and Homelessness Workgroup | <ul style="list-style-type: none"> -Assess available housing supports in the community and existing disparities -Collaborate with local and statewide partners to provide educational opportunities for the public | <ul style="list-style-type: none"> -Housing support educational outreach -Maintain list of local and statewide partners and stakeholders -Funding opportunities sought/awarded <ul style="list-style-type: none"> -Letters of support provided | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance -Partner and stakeholder database -Education and training inventory -Letters of support database | <ul style="list-style-type: none"> -Monthly -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ staff -Workgroup facilitators (meeting minutes and attendance) | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -End of Year Report |

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| | <ul style="list-style-type: none"> -Support the efforts of stakeholders in effecting policy and systems change -Seek and/or support funding opportunities to increase the available housing supports in East Providence -Support regular meetings of the Housing and Homelessness Workgroup | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance | | | | |
| Objective 2, Activity 2: Create a “Heat Map” of development opportunities with regards to housing | <ul style="list-style-type: none"> - Identify existing developments and the resources provided -Seek and/or support funding opportunities to increase the available housing supports in East Providence -Collaborate with municipal leadership to track opportunities and ensure efforts are not duplicated | <ul style="list-style-type: none"> -Funder and developer opportunity outreach -Funding opportunities sought/awarded <ul style="list-style-type: none"> -Letters of support provided | <ul style="list-style-type: none"> -Partner and stakeholder database -Letters of support database -Housing development inventory -Housing resource inventory | -Quarterly | <ul style="list-style-type: none"> -EP HEZ staff -Housing and Homelessness Workgroup members | <ul style="list-style-type: none"> -Quarterly mailings/outreach letter -Annual report to collaborative members -End of Year Report |
| Objective 2, Activity 3: Create a “Community Resilience” Hub | <ul style="list-style-type: none"> - Continue the development of a comprehensive resource hub to support residents in self-sufficiency -Connect residents to available supports -Collaborate with municipal and community leaders to address existing barriers to self-sufficiency -Assist existing resources in creating strong community relationships | <ul style="list-style-type: none"> -Health and social service support tracking -Resource educational outreach -Collaboration opportunities/efforts -Resource assessment -Resident awareness, utilization, and satisfaction | <ul style="list-style-type: none"> -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database | -Annually | -EP HEZ staff | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -End of Year Report |
| Objective 2, Activity 4: Create a Faith Leaders | <ul style="list-style-type: none"> -Support faith leaders in assisting with community emergency response efforts -Support the integration of | <ul style="list-style-type: none"> -Participation rates -Quantitative and qualitative results from public events | <ul style="list-style-type: none"> -Post-event surveys -Outreach metrics | -Quarterly | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv |

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| Resiliency Collaborative | faith-based work with larger community resiliency efforts -Support discussions between municipal leaders, faith leaders, and the community -Ensure the opportunity for representation from all East Providence faiths in the Collaborative | -Track total outreach efforts vs. successful outreach efforts | | | | -End of Year Report |
| Objective 2, Activity 5: Work with municipal leaders to create systems change with regards to transportation | -Increase the availability of accessible and affordable transportation options for seniors, youth, and individuals with disabilities -Survey target populations to identify geographical areas of need within East Providence -Provide educational opportunities for residents to learn about existing transportation resources -Provide a space for residents to voice concerns and existing barriers -Support municipal and community leadership in identifying and obtaining funding opportunities | -Participation rates -Resource educational outreach -Resources available and resident satisfaction -Funding opportunities sought/awarded -Letters of support provided | -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Letters of support database | -Quarterly | -EP HEZ Staff -EP HEZ Collaborative | -EP HEZ Online: -Social Media -Website -Email listserv -Quarterly mailings/outreach letter -Annual report to collaborative members -End of Year Report |
| Objective 2, Activity 6: Integrate the voices of Persons with Lived Experience (PLEs) from the Rhode to Equity (RTE) Program into the | -Improve access to healthy food -Utilize PLEs to support systems and policy change -Create community interest in addressing food access and equity -Provide educational opportunities for East | -PLE recruitment and engagement -Nutrition educational opportunities -Collaboration opportunities/efforts -RTE program enrollment -Volunteers recruited | -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track educational opportunities provided -Track materials produced/distributed | -Monthly -Quarterly -Annually | -EP HEZ Staff -EP HEZ Collaborative -PLEs -RTE Partners | -EP HEZ Online: -Social Media -Website -Email listserv -Quarterly mailings/outreach letter -End of Year Report |

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| EP HEZ Steering Committee and workgroups | Providence residents around nutrition -Collaborate with resident volunteers, organizations, and municipal leadership to implement PLE suggestions | | | | | -Flyers, brochures, educational materials |
| Objective 2, Activity 7: A range of outreach activities in partnership with state and local leaders to increase vaccination and testing rates, provide system navigation supports, and foster community resilience | -Support testing, vaccination services, and contact tracing in East Providence -Collaborate with municipal leadership to share information on social distancing and quarantining. -Educate employers and residents about infection control and COVID-related regulations -Provide PPEs to residents -Provide resource referral and information -Meet regularly with RIDOH and municipal leadership to discuss partnership activities | -Quantitative and qualitative outcomes from COVID-19 prevention and mitigation program reports –RIDOH, EBCAP, and municipal professional bi-weekly report -COVID-19 testing -Vaccination inventory -Contact tracing and case investigation -EP HEZ bi-weekly outreach report -Quarantine and isolation support -COVID-19 educational outreach | -RIDOH COVID-19 Prevention & Mitigation program bi-weekly report -COVID-19 testing -Vaccination inventory -Healthcare professional activities -Educational activities -State and local contact tracing and case investigation database -Professional development, education & training, and technical assistance inventory -Interviews, focus groups, surveys, activity logs, program statistics, etc. | -Bi-Weekly -Annually | -EP HEZ Staff -EP Emergency Management Agency (EMA) staff -EP Municipal Leadership -RIDOH -EBCAP | -Bi-Weekly Report -End of Year Report -Social Media outreach -Educational materials |
| Objective 3, Activity 1: Continue to support the Behavioral Health Workgroup | -Increase awareness of behavioral health supports available for residents of East Providence -Support regular meetings of the Behavioral Health Workgroup -Create a welcoming and safe atmosphere for residents to discuss barriers to accessing behavioral health services -Increase awareness of behavioral health | -Attendance at workgroup meetings -Track resident representation vs. organization/municipal representation -Survey community members regarding behavioral health supports available -Record meeting minutes -Track which barriers are discussed | -Workgroup meeting minutes/attendance -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database | -Monthly -Quarterly -Annually | -EP HEZ Staff -EP HEZ Collaborative -Workgroup Facilitators (meeting minutes and attendance) | -EP HEZ Online: -Social Media -Website -Email listserv -Quarterly mailings/outreach letter -Annual report to collaborative members -End of Year Report |

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| | supports/resources available for East Providence youth | <ul style="list-style-type: none"> -Resource educational outreach -Collaboration opportunities/efforts -Resource assessment -Resident awareness, utilization, and satisfaction | | | | |
| Objective 3, Activity 2: Work with community leaders to address the stigma of accessing behavioral health services | <ul style="list-style-type: none"> -Craft a cohesive communications strategy that will help reduce the stigma of utilizing behavioral health services -Survey residents to better understand systemic and individual barriers to accessing services -Partner with providers to create educational opportunities for residents | <ul style="list-style-type: none"> -Survey community members regarding behavioral health supports available and barriers to accessing them -Collaboration opportunities/efforts -Resource assessment -Resident awareness, utilization, and satisfaction | <ul style="list-style-type: none"> -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track educational opportunities provided -Track materials produced/distributed | <ul style="list-style-type: none"> -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -Quarterly mailings/outreach letter -End of Year Report -Flyers, brochures, educational materials |
| Objective 4, Activity 1: Continue to support the Teen Focus Workgroup | <ul style="list-style-type: none"> -Continued investigation of Youth Survey findings related to the prevalence of bullying and substance use -Teen-focused outreach to encourage regular teen participation and input in the Teen Focus Workgroup -Support regular meetings of the Teen Focus Workgroup -Create a welcoming and safe atmosphere for East Providence youth to discuss concerns and ideas -Partner with local organizations, residents, and municipal leadership to implement youth suggestions when possible | <ul style="list-style-type: none"> -Attendance at workgroup meetings <ul style="list-style-type: none"> -Track resident, youth, and organizational representation -Youth outreach events held and attendance -Outreach materials created and distributed -Youth awareness, utilization, and satisfaction | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track outreach opportunities provided -Track materials produced/distributed | <ul style="list-style-type: none"> -Monthly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative -Workgroup Facilitators (meeting minutes and attendance) | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -End of Year Report -Flyers, brochures, educational materials |

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| Objective 4, Activity 2: RI Rhode to Equity Challenge | <ul style="list-style-type: none"> -Creation of a Food Access/Equity Workgroup -Recruitment of up to 3 additional Persons with Lives Experience -Food Equity and Access Educational Workshops -Utilization of community volunteers to expand program offerings -Create and provide written educational materials around food access and nutrition | <ul style="list-style-type: none"> -Creation of Workgroup and attendance at meetings -Participation in educational workshops -Successful recruitment of additional PLEs -Amount of community volunteers -Outreach materials created and distributed -Participant satisfaction | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track outreach opportunities provided -Track materials produced/distributed -Track educational opportunities provided | <ul style="list-style-type: none"> -Monthly -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative -Workgroup Facilitators (meeting minutes and attendance) -EBCAP Health Center Staff -EBCAP Food Pantry Staff -EBCAP Social Services Director -Accountable Entity Partner (Integrated Healthcare Partners) | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -Quarterly mailings/outreach letter -End of Year Report -Flyers, brochures, educational materials |
| Objective 4, Activity 3: Work with municipal leadership and community organizations to create youth recreation opportunities | <ul style="list-style-type: none"> -Teen-focused outreach to encourage regular teen participation and input in the Teen Focus Workgroup -Support regular meetings of the Teen Focus Workgroup -Create a welcoming and safe atmosphere for East Providence youth to discuss concerns and ideas -Partner with local organizations, residents, and municipal leadership to implement youth suggestions when possible - Support municipal and community leadership in identifying and obtaining funding opportunities | <ul style="list-style-type: none"> -Participation rates -Existing recreational opportunities available and resident satisfaction -Funding opportunities sought/awarded <ul style="list-style-type: none"> -Letters of support provided | <ul style="list-style-type: none"> -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track outreach opportunities provided -Letters of support database | <ul style="list-style-type: none"> -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative -Workgroup Facilitators -EP Municipal Partners | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -End of Year Report -Flyers, brochures, educational materials |

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| Objective 4, Activity 4: Continue to support the Senior Services Workgroup | <ul style="list-style-type: none"> -Support regular meetings of the Senior Services Workgroup - Assess available senior supports in the community and existing disparities -Collaborate with local and statewide partners to provide educational opportunities for the public -Support the efforts of stakeholders in effecting policy and systems change -Seek and/or support funding opportunities to increase the available senior supports in East Providence -Encourage participation among seniors, caregivers, and paid providers and/or advocates | <ul style="list-style-type: none"> -Senior services/support educational outreach -Maintain list of local and statewide partners and stakeholders -Funding opportunities sought/awarded <ul style="list-style-type: none"> -Letters of support provided -Workgroup meeting minutes/attendance -Senior awareness, utilization, and satisfaction (existing services) | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track outreach opportunities provided -Track materials produced/distributed -Track educational opportunities provided | <ul style="list-style-type: none"> -Monthly -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative -Workgroup Facilitators (meeting minutes and attendance) -EP Municipal Partners | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -End of Year Report -Flyers, brochures, educational materials |
| Objective 4, Activity 5: Establish or partner with an existing community collaborative to address social isolation | <ul style="list-style-type: none"> -Increase activity options and attendance rates among East Providence seniors -Partner with municipal and community partners to increase the resources available to combat social isolation -Provide educational workshops that discuss the health impacts of social isolation -Provide a safe space for seniors to discuss barriers to socialization, including those that existed prior to COVID-19 | <ul style="list-style-type: none"> -Senior services/support educational outreach -Maintain list of local and statewide partners and stakeholders -Funding opportunities sought/awarded <ul style="list-style-type: none"> -Letters of support provided -Workgroup meeting minutes/attendance <ul style="list-style-type: none"> -Track attendance among seniors, caregivers, and advocates -Senior awareness, utilization, and satisfaction (existing services) | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track outreach opportunities provided -Track materials produced/distributed -Track educational opportunities provided | <ul style="list-style-type: none"> -Monthly -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative -Workgroup Facilitators (meeting minutes and attendance) | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -End of Year Report -Flyers, brochures, educational materials |

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| Objective 4, Activity 6: Engage families with young children and expectant families to participate in evidence-based maternal and early childhood programs | <ul style="list-style-type: none"> -Provide Parents as Teachers/Music with Ms. Su programming in partnership with the RI Philharmonic School -Provide Incredible Years curriculum -Provide Safe Sleep workshops for both parents and professionals -Provide outreach around maternal and early childhood programming available, including Early Head Start and Head Start -Identify resources underutilized by East Providence families and outreach to the community to encourage participation | <ul style="list-style-type: none"> -Track attendance and satisfaction for Parents as Teachers/Music with Ms. Su -Track attendance and satisfaction for Incredible Years -Track attendance and satisfaction for Safe Sleep -Track outreach materials created and provided for Early Head Start and Head Start | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track outreach opportunities provided -Track materials produced/distributed -Track educational opportunities provided -Pre- and post-programming surveys | <ul style="list-style-type: none"> -Monthly -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv -End of Year Report -Flyers, brochures, educational materials -Monthly PDG reporting |
| Objective 5, Activity 1: Continue developing a governance structure for decision-making and operations of the HEZ | <ul style="list-style-type: none"> -Develop roles and responsibilities for workgroup and Steering Committee members -Develop process for recruiting and appointing members -Develop voting process -Develop internal policies and procedures -Draft MOUs and other forms of agreement for Steering Committee members, EP HEZ Collaborative organizations, and resident volunteers | <ul style="list-style-type: none"> -Track all governance structures and policies created -Database of MOUs and other forms of agreement | <ul style="list-style-type: none"> -Interviews, focus groups, surveys, activity logs, program statistics, etc. | <ul style="list-style-type: none"> -Weekly -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative -EP HEZ Consultant(s) | <ul style="list-style-type: none"> -Bi-Weekly email to EP HEZ Steering Committee -End of Year Report |
| Objective 5, Activity 2: Conduct continued | <ul style="list-style-type: none"> -Assess potential community partners -Outreach to potential community partners | <ul style="list-style-type: none"> -Track potential community partners -Educational workshops | <ul style="list-style-type: none"> -Workgroup meeting minutes/attendance | <ul style="list-style-type: none"> -Monthly -Quarterly -Annually | <ul style="list-style-type: none"> -EP HEZ Staff -EP HEZ Collaborative Members | <ul style="list-style-type: none"> -EP HEZ Online: <ul style="list-style-type: none"> -Social Media -Website -Email listserv |

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| outreach to key community partners and residents | <ul style="list-style-type: none"> -Provide multiple ways for residents to engage with the EP HEZ -Outreach to EP residents throughout the city -Co-host community events with key community partners -Serve as a stakeholder for community partners when requested | <ul style="list-style-type: none"> -Database of outreach opportunities sought -Database of outreach activities | <ul style="list-style-type: none"> -Interviews, focus groups, surveys, activity logs, program statistics, etc. -Resource database -Track outreach opportunities provided -Track materials produced/distributed -Track educational opportunities provided | | | <ul style="list-style-type: none"> -End of Year Report -Flyers, brochures, educational materials |
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X. Summary

One of the primary barriers to community engagement experienced over the last year was COVID-19, and the necessary health and safety precautions that were implemented not only in East Providence, but throughout Rhode Island. Although the EP HEZ Steering Committee was able to meet on a regular and frequent basis throughout the last year, encouraging community participation was difficult. With rising COVID-19 cases and concerns around the Delta variant, it is expected that engaging the community will continue to be a challenge throughout the new grant year. Although the EP HEZ is dedicated to continuing to meet the community where they are, both physically and mentally, as much as possible, continued guidance from RIDOH around virtual engagement would be helpful. This barrier has also impacted the HEZ's ability to increase resident engagement in and leadership of the Steering Committee and workgroups. Although the EP HEZ has been able to build trust within the community due to continuous outreach efforts, partnerships with municipal leadership, and the provision of masks and other PPE to residents, the unfortunate reality is that many residents, like so many others, are experiencing virtual meeting fatigue, concerned about the health of themselves and their loved ones, and struggling with the effects of isolation. To encourage resident engagement and participation, the EP HEZ is planning to incentivize engagement and leadership, and would ask that RIDOH continue to solidify the process for providing these incentives to community members and organizations. In addition to focusing on resident engagement, the HEZ also plans to continue identifying policy and system changes to address root causes of health inequities, with specific focus areas of housing, transportation, access to healthy food, and improved access to social and health resources. As the HEZ continues to work on these changes, learning communities focused on creating social change in an equitable and thoughtful manner would be helpful. As EP HEZ enters its third year of existence, additional focus is being given to evaluation, and obtaining assistance in developing a comprehensive evaluation plan that is focused on both the process and the outcomes. Finally, one of the primary objectives of the EP HEZ during the FY 2022 grant year is to solidify the governance model. In order to achieve this, additional resources for administrative functions, such as financial tracking and reporting, is requested.

APPENDIX A: PHOTO RELEASE FORMS

(English/Spanish)

Please contact us if a different translation is needed



PHOTO/INTERVIEW RELEASE FORM

Date: _____

I hereby grant the **State of Rhode Island** permission to use my likeness in photograph(s)/video in any and all of its websites, publications, and in any and all other media. I will make no monetary or other claim against the State of Rhode Island for the use of the photograph(s)/video.

Name print) _____

Signature _____
(must be a parent or guardian if subject is younger than 18 years of age)

Relation to subject (if subject is a minor) _____

Address _____

City, State, ZIP code _____

Email _____

Phone _____

Event _____

Photographer _____



FORMULARIO DE AUTORIZACIÓN PARA EL USO DE FOTO Y/O ENTREVISTA

Fecha: _____

Por este medio autorizo al **Estado de Rhode Island** para usar mi imagen en fotografía(s) y video(s) en cualquiera o todos sus sitios en el internet, publicaciones y cualquier otro medio de prensa. No haré ningún reclamo monetario al Estado de Rhode Island por el uso de mi fotografía(s)/video.

Nombre (Letra de imprenta) _____

Firma _____

(Debe ser firmado por un padre o tutor si la persona en la foto o video es menor de 18 años)

Parentesco con la persona (Si es menor de edad) _____

Dirección _____

Ciudad, Estado, Código postal _____

Correo electrónico _____

Número de Teléfono _____

Evento _____

Fotógrafo _____

Appendix B: Additional Work Plan Guidance if needed

Additional guidance: The action/work plan should answer the following guiding questions wherever possible:

- *What are the HEZ's priorities?*
- *What social, economic, and environmental determinants of health, health behaviors, or health outcomes is/will the HEZ address?*
- *What strategies, interventions, and/or activities will the HEZ implement moving forward? How were these strategies/interventions/activities selected?*
- *What key partners are contributing to implementing the HEZ Action Plan or achieving identified goals?*
- *What key milestones, accomplishments, and achievements are anticipated during the upcoming year?*
- *Wherever appropriate, note action plan changes from prior year and rationale (i.e., change or not change in plan based on prior year activities and their relative success/lack of success)*