

EAST BAY COMMUNITY ACTION PROGRAM



2020 HIGHLIGHTS



NEWPORT COUNTY HEADQUARTERS
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EAST PROVIDENCE AND BRISTOL COUNTY
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ABOUT EAST BAY COMMUNITY ACTION PROGRAM



East Bay Community Action Program (EBCAP) is a private, non-profit 501 (c) (3) corporation that provides a wide array of health and human services to the residents of Rhode Island's east bay. Municipalities include East Providence, Barrington, Warren, Bristol, Little Compton, Tiverton, Portsmouth, Middletown, Newport, and Jamestown. EBCAP came into existence on June 1, 2004 as a result of the merger of two well-established community action programs - New Visions for Newport County, Inc. and Self Help, Inc. An additional merger occurred in 2015 with East Bay Center, adding behavioral health to our integrated health centers.

The mission of East Bay Community Action Program is to provide high quality, comprehensive, and accessible health and human services to assist people to achieve their fullest potential. Our vision is to be recognized as the premier health and human services agency in the east bay.

EBCAP is a bridge to self-reliance for individuals and families living near or below the poverty level. Our programs and services help strengthen the overall well-being of individuals who might not otherwise get their social, emotional, and health care needs met. As we help individuals lead healthy, stable lives and build stronger family foundations, their communities thrive as well.

East Bay Community Action Program is proud to offer unique and integrated programs that ensure any person who walks through our doors is given the opportunity to achieve their fullest potential. We empower individuals to enact change, gain stability, and improve their lives. As an increasing number of individuals and communities continue to struggle amidst surmounting challenges, EBCAP is more determined than ever to ensure that those in need have access to our food pantries, our behavioral health and health services, our recovery programs, our family and youth support services, and our extensive list of community resources.

[EBCAP's Health Services: Behavioral Health, Dental, Medical, and Recovery Services.](#)

[EBCAP's Community Based Programs: Baby Steps, Education and Career Pathways, East Bay Coalition for the Homeless, East Providence Health Equity Zone, Foster Grandparents Program, RIWorks, Retired and Senior Volunteer Program \(RSVP\), Senior Health Insurance Program, Senior Services, Ocean State Senior Dining Program, Social Services and Family Centers, Food Pantries, Victims of Crime Assistance Program, Low Income Heating and Energy Assistance Program, Weatherization Assistance Program, and WIC \(Women, Infants, and Children supplemental nutrition program\).](#)

[EBCAP's Youth and Educational Programs: Head Start/Early Start/Pre-K Childhood Education, Healthy Families America, Kids Connect, Middletown Child Opportunity Zone, Newport Family and Child Opportunity Zone, Parents as Teachers, and Youth Centers.](#)

EBCAP is governed by its 25-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 of Directors meets monthly, and its meetings are open to the public.

The main offices of EBCAP are located at 19 Broadway, Newport, Rhode Island and 100 Bullocks Point Avenue, East Providence, Rhode Island. Contact EBCAP's Communications Department, communication@ebcap.org, with all inquiries.



Newport Headquarters



East Providence Headquarters



2020 ACCOMPLISHMENTS

**EBCAP IS PROUD TO SHARE OUR
HIGHLIGHTS AND ACHIEVEMENTS**

Health/Dental/Behavior Health

- EBCAP is working with the city of East Providence to open a school-based health center. Centrally located near the city's new high school and Senior Center, the health center will provide services to youth and potentially seniors, ultimately providing intergenerational activities and programs. Behavioral health services will also be offered, and future plans include establishing a COVID-19 testing site and respiratory clinic.
- EBCAP received a \$100,000 grant from United Health Care and a \$100,000 unrestricted health services grant from Neighborhood Health Plan of Rhode Island. Both grants will help EBCAP expand access to its health services as well as increase its community outreach throughout the east bay.
- EBCAP's Behavioral Health component successfully completed its Accreditation Review by the Joint Commission. Out of the Commission's 1,174 standards, Behavioral Health achieved 1,166 standards, scoring 99.3% compliance.
- EBCAP's 24/7 Emergency Services staff conducted in-person and telehealth emergency evaluations and helped individuals connect to much-needed medical and mental health services. EBCAP's emergency service evaluations ensured that crisis stabilization remained at the community level and diverted 92% of the cases from emergency room visits.

Community Based Programs

- Working Cities Newport chose EBCAP's Youth Center and Education & Career Pathways to lead its Workforce Development Group. The Doris Duke Foundation supported this effort with a \$15,000 grant.
- East Providence Health Equity Zone (HEZ) performed more than 575 hours of community outreach, made 432 referrals to support services in the community, and provided 10 diabetic clients with access to fresh produce along with other food pantry staples.
- EBCAP's Director of Social Services coordinated with the East Providence HEZ on several projects including the Rhode Island Diabetes Health Equity Challenge pilot program; Rhode Island's 2020 Census Initiative; and the HEZ's COVID-19 community response and outreach.

Community Based Programs

- 454 Foster Grandparents & Retired Senior volunteers collectively served 84,447 hours while assisting 9,190 students and East Bay residents.
- Women, Infants and Children (WIC) successfully piloted and instituted the rollout of the state's new WIC software and e-WIC delivery system.
- 233 households received crisis grants to help restore utility services or secure an emergency 100 gallons of home-heating fuel.

Early Childhood/Pre-School Education

- EBCAP received contracts to continue to operate state-funded classrooms located in Newport and East Providence. It also received a contract for new a start-up classroom at J.F. Kennedy Elementary School in Middletown. All classrooms were opened in September to start the 2020-2021 school year.
- EBCAP continues to participate in the early education Quality Rating System and Bright STARS; it currently holds a 4-STAR rating at five educational centers; and holds the highest 5-STAR rating at its sixth educational center.
- Grant funding was secured to purchase and distribute educational materials to 140 kindergarten-bound children. Each set of materials valued at \$150, was chosen to foster math, language/literacy, and science/technology skills.

Elementary/Middle School/ High School Education

- Newport Family and Child Opportunity Zone's (NFCOZ) Backpack Feeding Program received \$11,906 in funding from EBCAP's participation in United Way of RI's 401Gives fundraising campaign.
- NFCOZ supported the Newport School District with translation services, student attendance, family/community resources, holiday needs, and technology issues. Staff recorded over 3,096 family contacts, including 187 home visits.
- Youth Center's Navigate Your Future program provided 24 incoming high school freshmen and peer leaders from Newport and Middletown with a summer experience to help them prepare for high school. The four-week, in-person program proved invaluable for the student's social-emotional health after a long winter and spring of virtual learning. The goal of Navigate Your Future is to provide incoming freshmen with tools to help support their social-emotional learning as well as encourage career exploration and educational goals.

Buildings/Facilities

- Prepared all EBCAP offices to re-open with COVID-19 protocols including social distancing, appropriate COVID-19 signage, and office relocations.
- Installed UV lighting at the dental clinic in Newport along with cleaning and revamping systems to introduce fresh air as part of COVID-19 protocols.
- Established Respiratory Clinics at two Health Center locations.



The impact of the COVID-19 pandemic created, and continues to create, tremendous hardships for families and individuals in need. As the picture emerged of the devastating impact this crisis was having on communities throughout the East Bay, EBCAP transformed many of its programs and services to ensure those most affected by the COVID-19 pandemic continued receiving much-needed support.

- A significant transformation was effectively delivering services to Health Center and Dental Clinic patients and Behavioral Health clients via telehealth. From March through December 2020, EBCAP conducted 29,504 telehealth visits: 17, 246 medical telehealth visits; 12,150 behavior health telehealth visits; and 108 dental clinic telehealth visits.
- With support from Coronavirus RESPONSE funding, Expanding Capacity for Coronavirus Testing funding and Coronavirus Aid, Relief, and Economic Security Act funding, EBCAP was able to upgrade its antivirus and security capacity, implement telehealth solutions, maintain clinical staffing, and comply with safety and precautionary measures.
- EBCAP worked with the Governor's COVID Pandemic Task Force, the RI Department of Health and the National Guard to open two public testing sites at its Health Centers. EBCAP offered testing services for its patients as well as the general public; purchased a Rapid Test Analyzer; and established two Respiratory Clinics.
- EBCAP food pantries worked with East Providence HEZ and East Providence Senior Center volunteers to provide 571 food deliveries to seniors who were unable to visit the food pantry or shop for groceries.
- As meals sites for seniors and disabled individuals closed due to the pandemic, EBCAP's Senior Congregate Nutrition Program joined a number of entities in a coordinated effort to provide lunches at 10 meal sites throughout the East Bay. In total, 79,120 meals were provided ... almost doubling the number of lunches provided in 2019.
- Low Income Heating and Energy Assistance Program received Cares Act funding to assist households in applying for and receiving \$100 grants towards their electric bills. Staff certified 2,098 households within three (3) weeks to meet the deadline for this Rhode Island Department of Human Services funded program.

- EBCAP's Foster Grandparents Program developed a virtual Chromebook training project. Thirty-eight Chromebooks were purchased. Foster Grandparents were also matched with University of Rhode Island students for training sessions. EBCAP's was the first FGP in the state to develop this type of program.
- The Region Five Senior Health Insurance Program staff and volunteers adapted to teleservice and served 1,200 clients during Medicare's 8-week open enrollment period, collectively saving clients an estimated \$93,189 on 2021 Medicare plans and expenses.
- Women, Infants and Children (WIC) staff provided remote services by efficiently employing everyday communication technology, such as text messaging and cell phones, to meet the needs of its clients, resulting in a significant drop in its "no show" rates from an average of 25 percent down to 15.5 percent.
- In mid-March 2020, Head Start, Early Head Start, and Pre-K staff transitioned from classroom and homebased services to remote contact services. Educators provided daily distance learning sessions for 108 infants/toddlers and 296 preschoolers in partnership with their families. Family advocates assessed individual family needs, identified the most vulnerable families, and delivered food, baby formula, diapers, and other essentials.
- Head Start classrooms re-opened in August for in-person learning using a phased approach. All classrooms were open for students

by the end of September 2020, with a remote learning option available to parents.

- NFCOZ's Family Support staff delivered work bags, supply packets, and Chromebooks to students and checked in with families to determine and assist their needs. From mid-March to the end of the school year, the Family Support Team documented over 2,500 family contacts, including 818 home visits.
- NFCOZ's Student and Family Engagement Specialist coordinated the distribution of backpack food bags and family food boxes -- 1,023 food bags and 597 Meals 4 Kids food boxes were provided from early March until late June 2020.
- Education & Career Pathways employed new support and teaching tools for virtual instruction. This included problem-solving, safety-net and health services for undocumented learners; delivering materials to participants; and procuring and delivering Chromebooks for alternative-learning-plan (ALP) students.
- EBCAP's Dental Center never closed during the pandemic. It continued providing urgent and emergency dental care in the community.

"THE HARD WORK, TENACITY, AND GENEROSITY OF THE ENTIRE EBCAP STAFF DURING THIS CRISIS HAS BEEN AMAZING. I'M TRULY GRATEFUL TO EACH AND EVERY ONE FOR THEIR COMMITMENT." - DENNIS ROY, EBCAP PRESIDENT & CEO

- EBCAP received a number of grants including a \$75,000 RI Foundation COVID-19 Response grant to address social, health, and economic barriers caused by the pandemic; a \$200,000 RI Foundation COVID-19 Community Behavioral Health Response grant; and a \$50,000 van Beuren Charitable Foundation safety-net grant as well as a \$82,742 van Beuren Charitable Foundation grant in support of the Newport County COVID-19 Public Health Response Action Plan.
- East Bay Recovery Center developed a hybrid model for its All Recovery Group program allowing EBCAP to continue providing vital recovery support services throughout the pandemic. It offered both limited capacity in-person support groups as well as virtual group meetings to ensure the continuity of needed substance abuse disorder and mental health services were provided to clients dealing with the many challenges related to the COVID-19 crisis.
- East Providence Health Equity Zone distributed 3746 COVID-19 educational/community resources, as well as 24,563 face masks to community members.
- Behavioral Health's Community Support program successfully implemented telehealth services in mid-March in response to the COVID-19 pandemic resulting in a 20% increase in services. It also hired and trained three additional clinicians and an ACCESS specialist to meet the increased demand for services due to the pandemic.



BY THE NUMBERS

EBCAP Programs

Numbers Served

COMMUNITY BASED PROGRAMS

Appliance Management Program	278 households
Boiler Repair	47 households
Career Closet	36 individuals
East Bay Coalition for the Homeless	27 individuals
East Providence Health Equity Zone	571 meals
Education and Career Pathways	91 individuals
Food Pantries	3,903 individuals
Low Income Heating & Energy Program	3,172 households
RI Works	227 individuals
RSVP and Foster Grandparents Program	9,190 individuals
Senior Citizen Case Management	1,488 individuals
Senior Citizen Meals	79,120 meals
Senior Health Insurance Program	2,356 individuals
Victims Assistance Program	82 individuals
Volunteer Income Tax Assistance Program (VITA)	528 households
Weatherization	56 households
Women, Infants, Children (WIC)	2,598 individuals

HEALTH/BEHAVIORAL HEALTH/DENTAL

Behavioral Health	2,052 individuals
COVID Testing	5,911 tests
Dental	1,923 individuals
East Bay Recovery Center	107 individuals
Family Health Center	7,114 individuals
Telehealth Visits	29,504 visits

YOUTH AND EDUCATION PROGRAMS

Baby Steps Program	27 households
Backpack Feeding Program (take home meals for students)	22,506 meals
Head Start/Early Head Start/Pre-K	420 individuals
Healthy Families America	78 households
Out of School Time Meals (served by NFCOZ in Newport Schools)	4,151 meals
Parent as Teachers Program	64 households
Youth Center Programs	299 individuals