

## Health & Human Services at EBCAP

Hannah Johnson <hjohnson@ebcap.org>

Mon 5/9/2022 9:14 AM

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Hello,

I am forwarding this message on behalf of Dennis Roy, President and Chief Executive Officer of East Bay Community Action Program. Thank you.



TOWN CLERK'S OFFICE  
BRISTOL, RHODE ISLAND  
2022 MAY 10 AM 10:49

May 9, 2022

Dear Sir or Madam:

East Bay Community Action Program is once again reaching out to inform you of the latest updates regarding our services and programs. As you know, EBCAP supports more than 30,000 East Bay residents with an array of medical, dental, behavioral health, social support, and recovery services. We are grateful to continue to collaborate with so many community partners who share in our commitment to ensure the health, safety, and well-being of individuals throughout the east bay.

### BATTLING FOOD INSECURITY:

People in need of food assistance may visit any of our three food pantries which serve the entire East Bay region. They are located at:

- 100 Bullocks Point Avenue, East Providence (for appointment call **401-437-0006, ext. 1140**)
- 19 Broadway, Newport (for appointment call **401-848-6697, ext. 1534**)
- 1048 Stafford Road, Tiverton (for appointment call **401-625-5134, ext. 2302**)

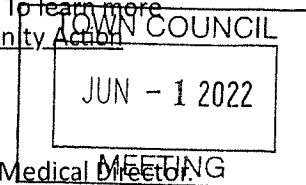
### INCREASING BEHAVIORAL HEALTH ACCESS:

EBCAP's Behavioral Health Division was awarded a \$4 million grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). We are now designated as a Certified Community Behavioral Health Clinic (CCBHC) which allows us to offer same day, walk-in services that provide immediate assistance to both children and adults. SAMHSA also awarded a \$5 million Community Mental Health Centers grant to help support and restore the delivery of clinical treatment services that were impacted by the COVID-19 pandemic. The grant helped EBCAP effectively address the needs of individuals with behavioral health conditions that were not being met during the pandemic. Our Behavioral Health Department served 2,203 individuals in 2021. To learn more about our services, please go to [Primary, Behavioral & Dental Health Centers - East Bay Community Action Program \(ebcap.org\)](#) or call 401-246-1195.

### MEET OUR NEW DOCTOR:

EBCAP is pleased to announce the arrival of Lisa Denny, MD, of Barrington, RI, as our Associate Medical Director. Dr. Denny has more than 20 years of experience in primary care medicine and will assist in providing medical leadership and supervision to EBCAP's medical staff. To read more about Dr. Denny please click the following link- [Lisa Denny, MD appointed EBCAP's new Associate Medical Director | Barrington, RI Patch](#).

### HEALTH EQUITY ZONE ADDITIONS:



EBCAP now serves as the backbone agency for three area Health Equity Zones (HEZ-an initiative of the Rhode Island Department of Health). EBCAP was first appointed to support the East Providence HEZ in 2019, and added the Bristol and Warren HEZs in 2021. All three HEZs are led by Project Directors that have teamed up with community partners to develop new approaches in improving the overall health and wellness of East Bay residents. To learn more about the important work being done by these HEZs, please visit [Health Equity Zones - East Bay Community Action Program \(ebcap.org\)](#).

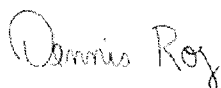
### COME JOIN OUR TEAM!

EBCAP is hiring for various positions across all departments. We offer career opportunities in Head Start, Medical, Dental, Family Development and more with varying experience levels required. EBCAP offers a comprehensive compensation and benefits package, generous paid time off, tuition reimbursement, opportunities for career growth, and more. To learn more about these exciting open positions, please go to [Careers - East Bay Community Action Program \(ebcap.org\)](#).

### ANNUAL HIGHLIGHTS REPORT

We're pleased to share our annual Highlights Report (attached) which features the agency's major accomplishments and activities during the past year. Please think of East Bay Community Action Program when you need help for members of your community. We invite you to visit our [website \(www.ebcap.org\)](#), and if you have any questions please email us at [communication@ebcap.org](mailto:communication@ebcap.org).

We encourage you to forward this email to individuals who may benefit from our services. Best wishes to you, your staff/colleagues, and constituents for a healthy and safe 2022. Thank you.



Sincerely,

Dennis Roy  
President and Chief Executive Officer

# **2021 HIGHLIGHTS REPORT**

**East Bay Community Action Program**





EAST PROVIDENCE AND BRISTOL COUNTY  
HEADQUARTERS

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EAST PROVIDENCE, RI 02915  
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NEWPORT COUNTY HEADQUARTERS

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19 BROADWAY  
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OUR MISSION:

TO PROVIDE HIGH QUALITY,  
COMPREHENSIVE, AND ACCESSIBLE  
HEALTH AND HUMAN SERVICES TO  
ASSIST PEOPLE TO ACHIEVE THEIR  
FULLEST POTENTIAL

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*"Without continual growth and progress, such words as improvement, achievement, and success have no meaning." – Benjamin Franklin*

# INTRODUCTION

East Bay Community Action Program (EBCAP) is a private, non-profit 501 (c) (3) corporation that provides an array of comprehensive health and human services to individuals and families in need. EBCAP is recognized in many areas for its excellence in patient care.

- Federally Qualified Medical Center • NCQA Distinction in Behavioral Health Integration • NCQA Recognized Patient-Centered Medical Home
- Member of Integrated Healthcare Partners for Rhode Island Executive Office of Health and Human Services' Accountable Entity Program
- Certified Community Behavioral Health Clinic

With 28 locations, close to 500 employees, and an operating budget of \$44 million, EBCAP is a well-established community leader that has served and advocated for members of the East Bay community for the past 56 years. Since merging with Self-Help, Inc. and New Visions for Newport County, Inc. in 2004, and then with the East Bay Center in 2016, EBCAP has grown into one of Rhode Island's premier health and human services agency providing much-needed medical, dental, behavioral health, social support, family support, and recovery services to residents of the east bay. Municipalities include Barrington, Bristol, East Providence, Jamestown, Little Compton, Middletown, Newport, Portsmouth, Tiverton, and Warren.

As a bridge to self-reliance for those living near or below the poverty level, EBCAP helps strengthen the overall well-being of individuals who might not otherwise get their social, emotional, and health care needs met. We believe communities thrive when individuals are healthy, stable, and empowered to enact change.

Dedicated to strengthening the well-being of the communities we serve, EBCAP has learned to adapt and modify care and treatment services to meet the needs of diverse populations in an effort to ensure all community members stay safe, secure, and healthy. Through the determination of our dedicated staff and with the support of our community partners and supporters, EBCAP is fulfilling its promise as a Community Action Program to change people's lives, provide hope, improve communities, and make Rhode Island a better place to live.

# PROGRAMS AND SERVICES



**East Bay Community Action Program** is proud to offer unique and integrated programs that help people live to their fullest potential. As individuals and communities continue to struggle to overcome the challenges brought on by the COVID-19 pandemic, EBCAP remains determined to do its utmost to serve and support our patients and clients as they work towards self-sufficiency. For many, we are a lifeline that offers them hope, security, and comfort.

**EBCAP's Board of Directors:** Our 17-member Board of Directors exemplifies the foundational elements of Rhode Island's East Bay community, including the public sector, consumers, business, labor, religious, welfare, education, and significant minority groups and interests in the community. Board meetings are held monthly and are open to the public.

**EBCAP Headquarters:** Our two main offices are located at 19 Broadway, Newport, RI and 100 Bullocks Point Ave, East Providence, RI. For inquiries, contact EBCAP's Communications Department, [communication@ebcap.org](mailto:communication@ebcap.org).

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## EBCAP's Programs and Services

**Health Services:** Behavioral Health, Dental, Medical, and Recovery Services.

**Community-Based Programs:** Appliance Management Program, Career Closet, East Bay Coalition for the Homeless, Education and Career Pathways, Food Pantries, Foster Grandparents Program, Health Equity Zones, Low Income Heating and Energy Assistance Program, Ocean State Senior Dining Program, Retired and Senior Volunteer Program (RSVP), RIWorks, Senior Health Insurance Program, Senior Services, Social Services and Family Centers, Victims of Crime Assistance Program, Weatherization Assistance Program, and Women, Infants, and Children supplemental nutrition program (WIC).

**Youth and Educational Programs:** Baby Steps, 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 Center.

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# RECOGNITIONS & DESIGNATIONS



Federally Qualified Health Center

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The Joint Commission Gold Seal of Approval® for Behavioral Health Services Accreditation

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National Committee for Quality Assurance Recognized Patient-Centered Medical Home and Distinction in Behavioral Health Integration

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Member of Integrated Healthcare Partners for Rhode Island Executive Office of Health and Human Services' Accountable Entity Program

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Certified Community Behavioral Health Clinic

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# 2021 HIGHLIGHTS

As we reflect upon our achievements in 2021, it is important that we recognize the incredible work of our direct service employees who provide care and treatment to our patients, clients, and all members of the East Bay community. Every success celebrated, every goal realized is the result of the resiliency and dedication of our direct-care staff. Their collective determination has, and will always, strengthen EBCAP's capacity to ensure the health, safety, and well-being of individuals in communities throughout the east bay.

We must also acknowledge the day-to-day contributions of all administrative departments for their part in making all our outstanding achievements possible. The behind-the-scenes work of departments like Finance, Human Resources, Information Technology, and Assets and Property Management may not provide direct services to the community, but they nonetheless play a vital role in EBCAP's ability to care for and treat individuals in need. The timely and accurate data reporting of our Finance Department and its consistent financial and strategic guidance impacts EBCAP's actionable business decisions. The active engagement of Human Resources and its commitment to retaining and hiring talented individuals, many from the local community, plays a key role in providing excellent patient care. EBCAP's Information and Technology division's contributions proved invaluable during the COVID-19 crisis, developing integrated systems throughout the agency to support remote operations. Its well-defined processes and procedures also ensure the security of patient health records as well as all external transactions. We also look to EBCAP's Assets and Property Management (APM) division for its important contributions in managing, operating, and maintaining all EBCAP properties. Its adherence to quality assurances and commitment to continuous improvements safeguard the welfare of our patients, clients, staff, and community members.

While a great deal was accomplished in 2021 and the list of successes is lengthy, the following highlights are EBCAP's most significant achievements in 2021.

## Integrated Primary Health, Behavioral Health, and Dental Care

EBCAP's integrated health care approach helps individuals access comprehensive primary health, behavioral health, dental, and social services. Our focus is on the whole person, supporting both the patient/client's emotional and physical well-being to ensure all needs are met. Employing this successful approach resulted in numerous quality of care improvements for EBCAP's integrated health services in 2021.

## Health Services

- On October 21, EBCAP held a grand opening ceremony for the new Genoa Healthcare Pharmacy at EBCAP's East Bay Family Health Care in Newport, RI. This unique partnership offers many benefits to EBCAP health and dental patients and behavioral health clients by integrating pharmacy services with care and treatment services. This collaborative effort created a seamless process by synchronizing prescription pickups with patient appointments. Other pharmacy benefits include pre-filled pill organizers to help people stay on their medications, proactive outreach calls, and assistance with prior authorizations.



# 2021 HIGHLIGHTS

## Health Services Continued

- The Health Resources Services and Administration (HRSA) visited EBCAP in December for its tri-annual site visit. The visit was incredibly successful and validated EBCAP's accountability and commitment to delivering high-quality medical, dental, and behavioral health services. "A standout performance by EBCAP staff" highlighted the site visit, most notably its systematic attention to quality outcomes, recordkeeping, and adherence to over 200 HRSA standards across 20 different domains.
- In keeping to its commitment to ensure all community members stay safe, healthy, and informed, EBCAP's **Healthcare Centers** continued to collaborate with the Rhode Island Department of Health (RIDOH) to enhance its COVID-19 response services. With funds from its RIDOH Expanded Testing grant, EBCAP increased its COVID-19 testing capabilities at its health centers in Newport and Riverside and opened a modular walk-up unit in Warren. Testing sites offered Rapid COVID-19 testing and Polymerase Chain Reaction (PCR) testing to both symptomatic and asymptomatic community members.
- As the COVID-19 vaccine became available in early 2021, our health centers worked strategically with RIDOH to vaccinate EBCAP patients, clients, and at-risk community members. When the vaccine became more readily available by mid-June, EBCAP began coordinating community vaccine clinics with several community partners including the Newport Public Schools, RI Hospitality Association, the City of East Providence, and Conexión Latina Newport. Health Services also coordinated a community outreach campaign, distributing multi-language letters and flyers to more than 2,000 community members with details about the highly contagious Delta variant, the effectiveness of the vaccine, and the importance of getting all eligible family members vaccinated.
- EBCAP's **Women, Infants and Children (WIC)** Program provided both remote and on-site services to families including nutrition counseling, breast feeding/postpartum support, and healthy food provisions. Its successful efforts were noted during the state's biannual review of the program, citing it for best practices in breastfeeding guidance, supportive team approach, and evidence-based methods. Additionally, in response to a customer satisfaction survey, 98% of the respondents *highly recommended* EBCAP's services to family and friends.
- EBCAP's **Dental Clinic** partnered with the Genesis Center in Providence to create a new Dental Assistant training program. This collaborative effort was developed to address Rhode Island's workforce shortage among dental assistants. The inaugural class included 14 students who completed the 12-week program with the majority finding placements in the dental field. Due to its success, a second training program began in mid-October with 8 students enrolled.



# 2021 HIGHLIGHTS

## *Health Services Continued*

- EBCAP's **Health Services Division** received the National Committee for Quality Assurance's (NCQA) Behavioral Health Integration Distinction and Patient-Centered Medical Home recognition for all three of its primary care sites. Organizations that earn NCQA distinction are commended for having in place appropriate resources, evidence-based protocols, standardized tools, and quality measures needed to care for patients with behavioral health conditions.

## **Behavioral Health**

- EBCAP's **Behavioral Health Division** was awarded a \$4 million grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) to enhance its comprehensive mental health and substance use disorder services. Designated as a Certified Community Behavioral Health Clinic (CCBHC), EBCAP's Behavioral Health program now offers same day, walk-in services that provide immediate assistance to help stabilize both children and adults with behavioral health and substance use disorder needs.
- SAMHSA also awarded the Behavioral Health program a \$5 million Community Mental Health Centers grant to help support and restore the delivery of clinical treatment services that were impacted by the COVID-19 pandemic. The grant helped EBCAP effectively address the needs of individuals with behavioral health conditions that were not being met during the pandemic.
- Behavioral Health earned the Joint Commission's Gold Seal of Approval® for Behavioral Health Services. The Joint Commission's Gold Seal is a symbol of quality that reflects a health care organization's commitment to providing safe and quality patient care. The accreditation recognized the program's compliance with Behavioral Health and Human Services standards spanning several areas including care/treatment assessment, nutritional screening, suicide risk assessment, and staff competency.
- EBCAP's Behavioral Health division also joined forces with four other community partners to implement Newport County's Zero Suicide Initiative. Funded by SAMSHA, the purpose of this program is to implement suicide prevention and intervention programs for individuals 25 years of age or older. It is designed to raise awareness of suicide, establish referral processes, and improve care and outcomes for at risk individuals.
- EBCAP's **East Bay Recovery Center (EBRC)** collaborated with the Bristol Police Department and East Providence and Warren Fire Departments to establish Safe Stations, a vital resource for individuals with substance use disorder. As the name implies, Safe Stations are safe places for people to enter and find the help they need, 24 hours a day/seven days a week. Police and fire personnel in



# 2021 HIGHLIGHTS

## *Behavioral Health Continued*

three communities work with on-call Recovery Center staff to ensure individuals, as well as family members, connect with vital treatment services, community resources, and recovery programs.

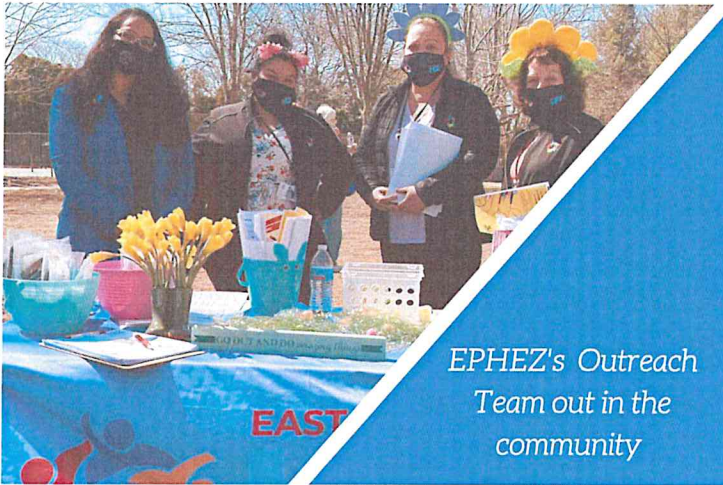
- In conjunction with establishing Safe Stations, each police and fire department also installed Narcan boxes at entrances to several of their buildings. Boxes contain Narcan emergency kits that are available to anyone to administer. With funds from a Rhode Island 10,000 Chances Project grant, EBRC staff also distributed approximately 500 Narcan Kits in communities throughout the East Bay.
- As part of a collaborative recovery support initiative, EBRC participated in a program to assist individuals transitioning from the Department of Corrections into the community. The Recovery Center's Outreach Team began working with Newport Superior Court to provide recovery support services and social support resources to help previously incarcerated individuals cope with re-entry challenges.

## **Head Start/Early Head Start/Pre-K**

- EBCAP's Head Start/Early Head Start Program was awarded a Child Care Facilities Fund from the Local Initiative Service Corporation (LISC) to implement several COVID-19 related upgrades at its educational centers. Upgrades included installing hands-free faucets, soap, and hand sanitizer dispensers and placing portable air purifiers in all classrooms. Funds were also used to construct custom-sized framework and awnings at all Head Start facilities to protect children and adults from adverse weather conditions while waiting to enter buildings.
- In April, as a token of appreciation for including childcare workers in Rhode Island's teacher vaccination eligibility, EBCAP's Head Start program invited Governor Dan McKee to visit with children and teachers at its Turner Avenue Head Start Center in East Providence. Our early childhood educators thanked the Governor for his vision to prioritize and protect our educators and children.
- To make up for lost classroom time due to COVID-19, Head Start provided three six-week, in-person summer sessions for age-eligible kindergarten children. The sessions were funded in partnership with the R.I. Department of Education-All Course Network (ACN) and the Office of Head Start. Breakfast, lunch, and educational materials were provided to children at no cost to families. This was the first time RIDE offered ACN funds to preschool-aged children and the second year the Office of Head Start funded summer classrooms. By combining the funding from RIDE and Head Start, EBCAP was able to fully fund the summer program and opened the opportunity to children outside the East Bay community.
- EBCAP's Head Start/Early Head Start program underwent a Focus Area 1 (FA1) monitoring review conducted by the Administration for Children and Families (ACF). The review evaluated the program's compliance with requirements of the Head Start Program Performance Standards. The FA1 review certified that EBCAP's Head Start/Early Head Start program was meeting performance measures, implementing program services that promote quality outcomes for children and families, and identifying resources to support the program's continuous improvement.



# 2021 HIGHLIGHTS



## Family Development

- EBCAP became the backbone agency to two additional **Health Equity Zones (HEZ)**. Appointed to support the East Providence HEZ in 2019, EBCAP added Bristol and Warren HEZs in 2021 to its collaborative effort with the Rhode Island Department of Health (RIDOH) to build healthier, more resilient communities. As part of EBCAP's Family Development Division, all three HEZs teamed up with community partners to develop innovative, community-led approaches to help prevent chronic diseases. Much of their work focuses on addressing the social, economic, and environmental conditions that impact the overall health and wellness of East Bay residents.
- **Warren HEZ** was among four of RIDOH's newly established HEZs in 2021. Warren HEZ began working closely with many community partners and town officials to help with a community-wide needs assessment and to develop a plan of action for 2022. It also actively engaged residents to help support the town's health and wellness initiatives.
- RIDOH awarded **Bristol HEZ** a 3-year grant from the U.S. Centers for Disease Control and Prevention to support the growth, sustainability, and innovation of RI's Community Health Worker (CHW) workforce. CHWs support Bristol Warren Regional school district's COVID-19 recovery by helping with social and health care needs of the school community, assisting clinical and guidance teams, providing behavioral health referrals, and collaborating with local resources.
- **East Providence HEZ (EPHEZ)** was one of six HEZs chosen to participate in Rhode to Equity, a RI Executive Office of Health and Human Services Health Systems' Transformation Project. This 12-month learning collaborative is designed to enhance EPHEZ's ability to improve health and social outcomes. EPHEZ's focus is to improve the health of diabetic East Providence residents through education and increased access to fresh food and produce.
- To support its efforts to interact with clients telephonically, the **Low Income Home Energy Assistance Program (LIHEAP)** collaborated with EBCAP's Codect (database support systems) Team to create a secure, online LIHEAP application process. Designated staff participated in virtual training sessions and began accepting online applications in mid-March via EBCAP's website.
- LIHEAP also began utilizing the Smart Optimal Solutions (SOS) Program to provide better case management to eligible clients. This program allowed LIHEAP clients to work with SOS Coaches to improve the energy efficiency of their homes, create a personalized household financial management plan, and develop skills to help with employment goals.
- In March, EBCAP's **Volunteer Income Tax Assistance (VITA)** Program participated in an Internal Revenue Service Remote Site Review, which evaluated the Tax Counseling for the Elderly program. The IRS site reviewer commended VITA for its adherence to all 10 Quality Site Requirements and for meeting the required Volunteer Standards of Conduct.
- EBCAP's **Senior Services** received funding from the RI Office of Healthy Aging to facilitate services for its Adult Protective Services clients. With this crisis funding, EBCAP helped individuals with major home cleanups, assisted with transportation needs, and secured basic human services to help clients maintain their independence in the community.

# 2021 HIGHLIGHTS

EBCAP is grateful for its partnership  
with state and local leaders



*East Providence Mayor Bob DaSilva  
speaks at Grand Opening ceremonies for  
East Providence's Safe Stations*



*RI State Representative, Marvin L. Abney,  
presents a legislative grant check to  
EBCAP's Baby Steps program*



*RI Commissioner of Elementary and Secondary  
Education, Angélica Infante-Green, visits  
EBCAP Head Start classrooms*

## Diversity, Equity, and Inclusion

EBCAP's Task Force for Justice & Equity (TFJ&E) entered its second year with greater focus and direction. Its mission is to raise awareness about the impact of structural racism and injustice and develop strategies to mitigate a culture of racism. It continues to hold bi-monthly meetings to generate meaningful and constructive input from EBCAP staff.

- After an extensive search, Diversity & Inclusion Strategists were hired as consultants to guide EBCAP in its work to address anti-racism, equity, and inclusion within the agency. Much of its work focused on facilitating group discussions and developing a comprehensive plan to implement a DEI framework at EBCAP.
- The Task Force reformed its Educational Working Group into the Diversity Awareness and Education Project Team. Its purpose is to generate staff engagement on a multitude of social injustice issues and topics. Employing TFJ&E's SharePoint platform, the Project Team regularly shares social media posts that honor historically marginalized people and celebrate cultural diversity.

## Youth and Education Programs

EBCAP's Youth Center worked with numerous community partners to develop internship programs for area youth, who needed to re-engage due to unsatisfactory participation in virtual learning.

- **Graphic Communications Project:** A virtual work-based learning experience with East Providence Chamber of Commerce. Students developed a comprehensive marketing campaign for the Chamber by utilizing their skills in Adobe and Photoshop to design social media posts, website content, and promotional materials.
- **East Providence Engineering and Computer Science Project:** EPHS engineering/computer science students collaborated with the Providence Preservation Society and Brown University's Architecture department to create a software application for walking tours of notable historic buildings in the City of Providence.
- **East Providence Computer Science Astrophysics Project:** EPHS computer science students partnered with the National Aeronautics and Space Administration (NASA) and Harvard University's Center for Astrophysics on a project involving the Chandra X-Ray telescope, which detects X-ray emissions from exploding stars, clusters of galaxies, and black hole matter and distributes it to scientists worldwide for analysis. Utilizing raw data from the telescope, students learned how to take data and convert it into images. Their final project was presented to NASA, Harvard University's Center for Astrophysics, EPHS administration, and several other community collaborators.

# 2021 HIGHLIGHTS

## *Youth & Education Programs Continued*

- The Youth Center also partnered with the Aquidneck Community Table for a hands-on, six-week summer pilot program called Root Riders. Through partnership with several community organizations and some grant funding, nine area high schoolers earned money by helping plant and grow greens and produce at six community gardens. The students were also responsible for obtaining permits to set up farm stands and managing the money they made selling their produce.
- The **Healthy Families America (HFA)** and **Parents As Teachers (PAT)** programs were chosen to participate in the Lead the Change Collaborative, an initiative of the Health Resources and Services Administration's Home Visiting Collaborative Improvement and Innovation Network. This year-long project focused on maternal depression and the challenges it can cause for children and families. EBCAP's HFA and PAT staff joined other Rhode Island teams plus teams from Georgia, Illinois and North Dakota in monthly collaborative learning modules and trainings that helped participants develop necessary resources to improve outcomes for such areas as maternal depression screenings, treatment access, and symptom reduction. The EBCAP team was also supported by the Rhode Island Department of Health, who assigned an advisor that provided additional support to the project.

## **Buildings/Facilities**

- EBCAP's Assets and Property Management Division managed the logistics and workflow plan for the construction of the new Genoa Healthcare Pharmacy at EBCAP's East Bay Family Health Care facility in Newport. It also supervised renovations of the Genoa Healthcare Pharmacy at the East Bay Family Health Care facility in Barrington and began developing plans for the construction of a third Genoa Pharmacy at EBCAP's health center in Riverside.
- To ensure the continued safety of patients, clients, staff, and members of the community, EBCAP made structural improvements and modifications at several of its facilities. Enhancement safety measures included repaving the driveway and parking lot at its Bullocks Point Avenue facility in Riverside and adding more outdoor lighting; replacing the RTU HVAC heating and air conditioning unit at 19 Broadway in Newport; installing a backup generator at Old County Rd in Barrington; and installing new awnings at Head Start locations to help safeguard entry into the buildings during inclement weather.



EBCAP's Health Center "super hero" staff show their support during the agency's 2021 National Community Action Month celebration

# COVID-19 RECOVERY AND RELIEF

Much like in 2020, COVID-19 relief assistance and services once again dominated EBCAP's 2021 community outreach efforts. As new variants emerged and vaccine hesitancy and misinformation filled the airwaves, EBCAP developed a multi-tiered strategy, beyond our medical response, to help East Bay residents connect to much-needed COVID-19 services and resources. Collegial collaborations, state and federal funding, and community support all played a part in EBCAP's 2021 COVID-19 relief efforts.

## Community Outreach

- With funds received from the Rhode Island Department of Health's Enhanced Testing Capacity grant, EBCAP's **Communications Department** initiated an advertising campaign in March of 2021. The intent of this campaign, which ran from March through June, was to inform the public about COVID-19 testing and response efforts and to provide updates on Rhode Island's COVID-19 protocols. EBCAP created videos and Public Service Announcements that were aired on local television and radio stations; designed print and digital advertisements featured in area newspapers and digital/online news sites; posted advertisements on EBCAP's social media platforms; coordinated large display advertisements on local billboards and banners on RIPTA buses; and managed a multi-language direct mailing to reach out the diverse community served by EBCAP's health centers. Through acquisition of additional funding, EBCAP's Communications Department launched a second advertising campaign that ran from September through December 2021, running new television commercials and newspaper and digital/online advertisements.
- **East Providence Health Equity Zone** developed a community engagement strategy to help East Providence residents connect with COVID-19 resources. Its strategy included "street outreach," phone banking, and online resources that helped residents book testing and vaccine appointments, acquire face masks and PPE, and access local support services. Through its Enhanced Testing grant from the Rhode Island Department of Health, EPHEZ's COVID-19 relief efforts included providing and delivering more than 5,000 meals; distributing nearly 60,000 face masks as well as hand sanitizer/wipes, gift cards, and vouchers to residents; providing thousands of resource packets to individuals and community organizations; assisting close to 6,000 people with vaccine registration; and distributing at-home test kits to residents who could not afford to purchase them. Test kits were delivered to the East Providence Senior Center, libraries, local elementary schools, Good Neighbors RI, and individual residents. EPHEZ also kept the community informed about vaccine safety and benefits by creating vaccination FAQ's, designing social media posts about the importance of wearing masks, and participating in a Facebook Live event regarding vaccine hesitancy.



# COVID-19

## RECOVERY AND RELIEF

- EBCAP's **Office of Volunteer Services (OVS)** also joined in the agency's COVID-19 relief efforts. OVS staff distributed 14,500 face masks to locations throughout the state including Rumford Towers, Progreso Latino, Newport Housing Authority, Jesus Savior Parish Soup Kitchen, the Providence Spanish Seventh Day Adventist Church, and senior centers in Bristol, East Providence, Newport, Pawtucket, Portsmouth, Tiverton, and Warren.

### Community Collaboration

- To help enhance the state's COVID-19 relief effort, EBCAP staff were trained to assist clients with their applications for **RentReliefRI**, a RIHousing program to help renters and landlords who were impacted by COVID-19. As the moratorium on residential evictions and the state's Public Utilities Commission's ban on utility shutoffs was set to expire, EBCAP began working in partnership with RIHousing to help individuals apply for rent and utility assistance. EBCAP Family Advocates helped individuals navigate the program's eligibility process, access its online portal, and complete and submit applications. Community Outreach Specialists, funded as part of EPHEZ's Enhanced Testing grant, were also trained to support EBCAP's RentReliefRI efforts. Recognized for their expertise, EBCAP's Family Development staff also served as panelists in a virtual panel discussion addressing the housing crisis and RentReliefRI. They joined Newport's State Senator and representatives from RIHousing on What's Up Newp's online news portal.
- Always looking to collaborate with like-minded organizations, EBCAP joined the 10-member advocacy group, the **Newport County Community Healthcare Collaborative**, in July 2021. Established to help combat vaccine hesitancy, this group also worked together to reduce the impact of the pandemic in under-served communities of color. Its community outreach focused on providing individuals with access to testing, treatment, vaccinations, education, and other health care needs. EBCAP played a role in helping the Collaborative implement creative interventions and promote community action. We look forward to continuing our partnership to support Newport County residents.

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For more information on EBCAP's services and programs, visit [www.ebcap.org](http://www.ebcap.org) or email inquiries to [communication@ebcap.org](mailto:communication@ebcap.org)

Follow us on social media



# BY THE NUMBERS 2021

## PROGRAMS

## NUMBERS SERVED

### Community-Based Programs

|                                                |                         |
|------------------------------------------------|-------------------------|
| Appliance Management Program                   | 258 households          |
| Boiler Repair                                  | 46 households           |
| Career Closet                                  | 56 individuals          |
| East Bay Coalition for the Homeless            | 51 individuals          |
| Education & Career Pathways                    | 59 individuals          |
| Food Pantries                                  | 2,613 individuals       |
| Low Income Heating & Energy Assistance Program | 2,963 households        |
| RIWorks                                        | 149 individuals         |
| Senior Citizen Case Management                 | 2,356 individuals       |
| Senior Citizens Meals                          | 60,868 meals            |
| Senior Health Insurance Program                | 1,584 individuals       |
| Victims Assistance Program                     | 75 individuals          |
| Volunteer Income Tax Assistance                | 63 households           |
| Weatherization                                 | 37 households           |
| RSVP/Foster Grandparent Program                | 14,847 volunteer hours* |

### Health Services and Behavioral Health

|                                    |                   |
|------------------------------------|-------------------|
| Behavioral Health                  | 2,203 individuals |
| • Recovery Center                  | 180 individuals   |
| Dental                             | 1,976 individuals |
| Family Health Center               | 8,745 individuals |
| • COVID Testing                    | 55,055 tests      |
| • Women's Infants & Children (WIC) | 2,378 individuals |
| Telehealth Visits                  | 22,544 visits     |

### Youth and Education Programs

|                                                            |                       |
|------------------------------------------------------------|-----------------------|
| Baby Steps                                                 | 26 households         |
| Backpack Feeding Program                                   | 17,490 meals          |
| Head Start/Early HS/Pre-K                                  | 458 children enrolled |
| Healthy Families America                                   | 103 households        |
| Newport Family Child Opportunity Zone (Out of School Time) | 6,423 meals           |
| Parents As Teachers                                        | 68 households         |
| Youth Center                                               | 298 individuals       |

\*Calendar Year 10/01/20 - 9/30/21