



# westbay community action

*Helping people. Changing lives.*

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**2020-2021 Annual Report**

# Board of Directors

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**Michele Mitchell**

**Adam Satchell**



# President's Message

Everything changed when the COVID-19 pandemic hit. Westbay Community Action quickly adjusted our delivery of services for our customers. We provided innovative and nimble approaches that reassured our people during the shutdowns that we would continue to be there for them. We adapted and provided more services via phone, email, video conferencing and curbside assistance.

Last year, more than 18,000 people received services, helping them stay safe and independent in their homes. Westbay provided emergency curbside pickup to over 50,000 people throughout the year, ensuring that our families received the necessary food to keep them healthy. Whether it was help with immediate needs like food, heat, rent or childcare, or longer-term needs and goals such as adult education, safe and affordable housing, and case management, Westbay continually assessed community needs and adapted our programs and services to meet them.

All of this would not have been possible without the dedication and perseverance of all my staff who are truly the champions of Westbay. While facing challenges of the pandemic in their personal lives, our employees continued to serve the people that come to us with great dignity, compassion, and empathy.

As we move into this year, Westbay will continue to respond to the pandemic and will assure everyone that we can adjust our service delivery to assist those who walk through our doors. We will continue to look at new and innovative programming to better serve our community. We will always listen to those we serve to attain the services that are most truly needed. As I stated last year, I am unsure what the next year will bring but I do know that Westbay will be ready to meet any challenge or obstacle that is put in front of us.

I am so proud of all the work that Westbay and its staff has done this past year. Westbay will remain the largest Social Service provider in Kent County and will continue to bring those services to the people of our communities. Thank you and here is to many years to come!!

**Paul A. Salera**  
President/CEO



The mission of Westbay Community Action, Inc. is to empower and mobilize people through our programs, partnerships and advocacy to gain greater self-sufficiency.

# Senior Management

**Heather Braga**

Chief Financial Officer  
hbraga@westbaycap.org

**Sarah Lopatka**

Chief Programs Officer  
slopatka@westbaycap.org

**Jenna Tietze**

Director of Administration  
jtietze@westbaycap.org

**Joslyn Groves**

Director of Social Services  
jgroves@westbaycap.org

**Kelly McHugh**

Director of Case Management  
kmchugh@westbaycap.org

**Melanie LaMountain**

Director of Education & Workforce Development  
mlamountain@westbaycap.org

**Kahree Silva**

Childcare Administrator  
ksilva@westbaycap.org

**Deborah Rapa**

Early Childhood Education Coordinator  
drapa@westbaycap.org

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# History of Service



The 1960s were a turbulent time of change, and in 1964, President Lyndon B. Johnson decided it was time to change the way America fought poverty. President Johnson went to “war” with American poverty determined to mold his country into the great society of his dreams.

The War on Poverty legislation created countless programs to assist American citizens and their families with everything from education to keeping food on the table. The War on Poverty also inspired many local organizations to help their community. One such organization, founded in 1966, was Warwick Community Action—the organization that would become Westbay Community Action.

Over fifty years of service, Westbay’s commitment to helping the local community has only become stronger. Westbay remains eager to adapt to meet the changing needs of the community.



### **Intake**

This entry point to Westbay programs helps clients with basic needs, emergency services, short-term assistance, and access to follow-up referrals. Assistance may include but is not limited to food, shelter, housing, clothing, medical, holiday programs and case management services.

### **Supportive Housing**

Westbay owns and operates rental units in Kent County, providing property management and case management services.

### **Westbay Marketplace**

Westbay's emergency food program assists families with a three-day supply of well balanced food based on client choice. USDA Commodities distributes federal surplus goods to those who are income eligible. Individuals are able to choose their own items based upon personal preference, dietary requirements, and/or medical restrictions.

### **Westbay Farm**

Located at 1351 Centerville Road Warwick, RI, Westbay's community farm utilizes a three-acre plot to grow a wide variety of top quality fruits and vegetables. The produce is distributed at our Marketplace and sold at reduced-cost farm stands.

### **Can O' Peas**

Delivers nutritious foods to homebound Kent County seniors and disabled individuals.

### **Senior Dining Café Program**

Delicious, well-balanced noon-time meals are provided to individuals who are 60 and over, or to those with disabilities. This is enhanced with the opportunity to enjoy a socialized atmosphere. Westbay provides 10 meal site Cafés in the following cities and towns: Warwick, West Warwick, East Greenwich, North Kingstown, South Kingstown, Charlestown, Westerly and Jamestown.



### **WIC (Woman, Infants & Children)**

Serving pregnant and breastfeeding women, new moms, & infants and children up to age 5. WIC performs outreach to help provide access and vouchers to healthy foods, nutrition and breastfeeding advice and education, along with healthcare referrals.

### **Low-Income Home Energy Assistance Program (LIHEAP)**

Designed to assist eligible households with their home energy costs by providing a grant to help pay their heating bills.

### **Energy Efficiency Programs**

Weatherization improves energy efficiency of homes and apartments by performing cost-effective improvements. Appliance Management Program (AMP) helps clients reduce electricity and water consumption by installing energy-efficient appliances such as light bulbs and faucet aerators. The Heating System Replacement Program repairs or replaces old, broken, or inefficient home heating systems.

### **Westbay Adult Education Academy**

The Academy offers a wide range of services to prepare students for their GED/High School Equivalency, leading to employment and post-secondary education/training. Some services a student may receive include: GED Preparation, College readiness, including ACCUPLACER, Reading, writing, math, computer literacy and other job readiness and preparedness skills.

### **RI Works**

Provides comprehensive case management to support RI Works participants in the pursuit of self-sufficiency. Services address accessing education, job training, employment, housing, child care, food assistance, transportation, and identifying other needs.

### **RSVP (Retired Senior Volunteer Program)**

Offers people 55 and over a full range of volunteer opportunities with local non-profit organizations. Volunteer & Community Service opportunities are also available for individuals under the age of 55.



### **Integrated Services (SHIP, SMP, ADRC)**

Westbay partners with the Pilgrim, West Warwick and East Greenwich Senior Centers to provide seniors and disabled individuals information regarding health insurance, resources, and how to protect against Medicare fraud.

### **Free Tax Assistance / VITA Program**

Westbay provides free tax assistance for individuals who are income eligible. The tax season runs from late January to mid April. Appointments are required.

### **LEAD**

The Lead Center provides community outreach & education about lead-related issues to families with children under six years of age. Forgivable loans are available to help reduce lead hazards with no monthly payment or out-of-pocket expenses.

### **Westbay also provides the following Case Management Services:**

#### **Elder Services:**

Assist elderly over 60 years of age in Kent County

#### **NHP/Integra:**

Assist with home care/assisted living services for those with Neighborhood Health Plan

#### **City of Warwick:**

Short and long term supports provided to Warwick residents

#### **Family Care Community Partnership (FCCP):**

Assists DCYF- involved families, or families at risk of becoming involved with DCYF

#### **Diabetes Prevention Program:**

Weekly group meetings teaching individuals how to lower their risk of getting Type 2 Diabetes

#### **A Matter of Balance Program:**

Helps to reduce the fear of falling and increase the activity levels of older adults who have concerns about falling.

# Westbay Children's Center



The staff at our Children's Center provide quality early care and education in a clean, safe environment that is specifically designed to promote growth and learning through play-based activities with the careful guidance and support of its talented teaching team

Our Children's Center serves children from infants to 12 years old in classrooms divided by age. Each classroom provides a variety of hands-on activities that are both child-directed and teacher-directed and support progression in each domain of the RI Early Learning and Development Standards. The teaching team at the Children's Center is both experienced and educated, and provides a supportive, nurturing environment that is individually, developmentally, and culturally appropriate.

Our program participates in the state's Quality Improvement and Rating System through BrightStars. On-going partnerships with EOHHS Kids Connect, Warwick Public Schools, DOH-CACFP, DHS, and RIDE allow the Children's Center to provide an individualized program that meets the needs of all children.

## How to Find Us

### Program Services

487 Jefferson Blvd.  
Warwick, RI 02886  
401.732.4660

### Westbay Children's Center

22 Astral Street  
Warwick, RI 02888  
401.463.6620

### Administration Office

224 Buttonwoods Ave.  
Warwick, RI 02886  
401.732.4660

### Westbay Farm

1351 Centerville Road  
Warwick, RI 02886  
401.732.4660

### WW LIHEAP Office

1745 Main Street  
West Warwick, RI 02893  
401.732.4660

### WW WIC

145 Washington Street  
West Warwick, RI 02893  
401.826.3230



## Education & Income Management

78 children enrolled in early childhood services.

•

96 people advanced their education or increased their vocational skills.

•

562 people received financial counseling

•

259 people had their income taxes completed

## Energy Assistance & Weatherization

3,585 households avoided crisis with energy assistance

•

604 households participated in the Appliance Management Program

•

202 households participated in the Weatherization Program.

•

41 households were assisted with replacement of their heating system

## Case Management

1,477 people received Case Management assistance

•

Case Management services provided to over 2,000 people through our Intake Department



## Nutrition & Food Assistance

5,400 people received emergency or supplemental food

•

1,934 people received nutrition counseling, breastfeeding support, healthy food, and formula and/or diapers through Women, Infants & Children (WIC) services.

•

163 households had emergency food delivered and over 1,000 deliveries were made through our Can o' Peas program

## Older Adults

700 people maintained independent living through support services, including home health and homemaker services

•

1,443 older adults participated in home delivered or congregate meal programs

•

198 people volunteered through the Retired Senior Volunteer Program (RSVP)

## Social Services

1,100 people engaged in supportive services to build self-sufficiency and receive basic needs assistance

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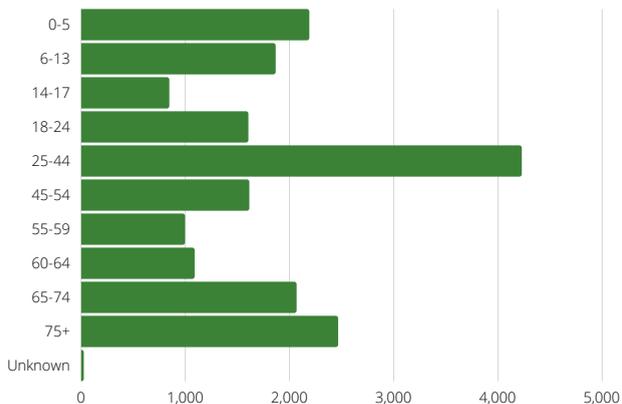
395 households participated in our holiday program

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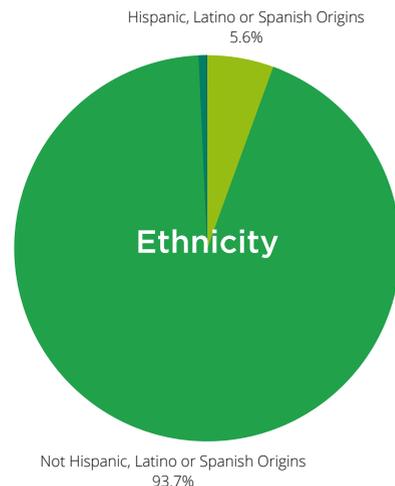
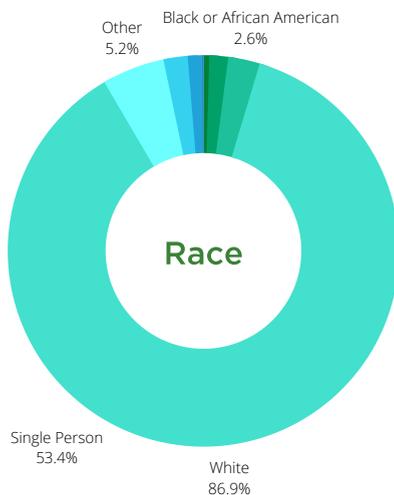
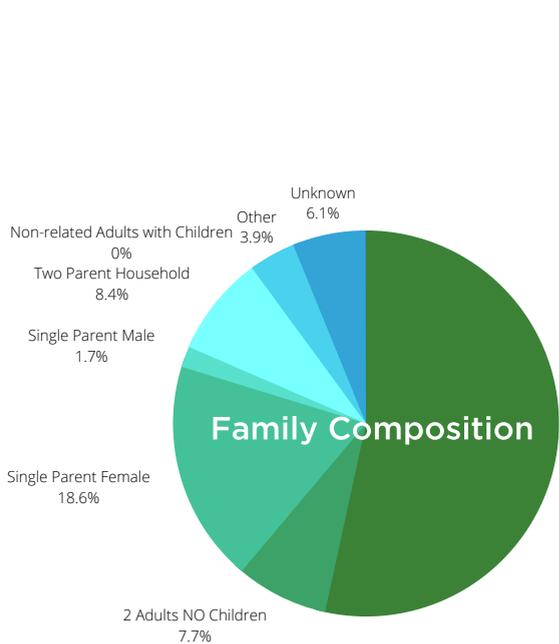
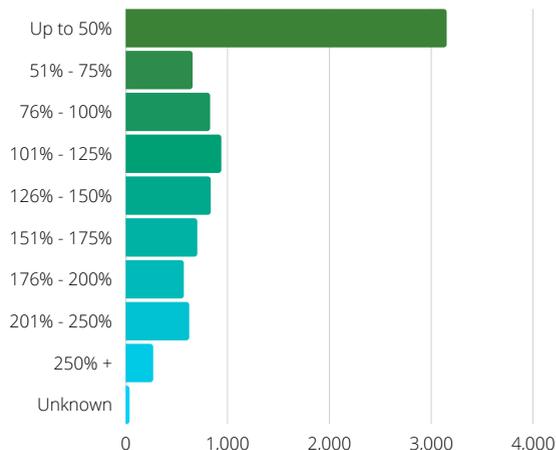
118 households received rent relief and/or water bill relief

# The People We Help

## Age



## Level of Household Income



**TOTAL HOUSEHOLDS SERVED: 8578 - TOTAL PERSONS SERVED: 18,965**

# Financials

## Support & Revenue

Grants and Contracts - Federal	\$9,118,248
Grants and Contracts - Non-Federal	\$1,206,053
Program and other income	\$1,649,997
In-Kind food donations	\$1,887,796
<b>Total:</b>	<b>\$13,862,094</b>

## Expenses

Salaries and benefits	\$3,814,889
Professional Fees and Consulting	\$446,739
Program Supplies/Direct Assistance	\$6,061,430
Occupancy Costs	\$635,132
Other operating costs	\$214,908
Conferences and Trainings	\$30,147
In-Kind food donations	\$1,887,796
<b>Total:</b>	<b>\$13,091,041</b>
Change in net assets from operating activities	\$771,052

## 2020-2021 Funding Sources

Federal - CSBG	\$319,297
Federal - Non-CSBG	\$8,798,951
State	\$279,185
Local	\$23,224
Private	\$903,644
Program and other income	\$1,649,997
In-kind food donations	\$1,887,796
<b>Total:</b>	<b>\$13,862,094</b>



For every \$1 of federal CSBG funds, Westbay leveraged an additional \$42.41 to help improve people's lives.

# COVID RESPONSE



## Year In Review

March 2020 - March 2021



Food Donations  
more than tripled to  
**\$2,010,000.**



Over **2,000**  
individuals  
were served  
in WIC.



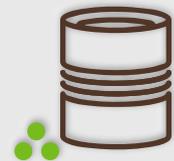
**600+** families were  
assisted through  
Holiday Baskets  
and Adopt-a-Family.



Disbursed over  
**\$180,000**  
in rental and  
utility assistance.



**68** children  
served at  
Westbay  
Children's Center



Can O' Peas Program  
expanded by providing  
more than **1,600**  
home deliveries.



Westbay added **26** people to our workforce.



**26,784** calls were made in Case Management.



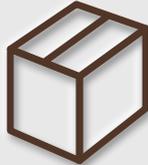
**78** households were assisted with emergency fuel.



**429** Tax Returns completed



Provided **1,700** senior meals per week to **9** meal sites



Over **1000** food & hygiene boxes distributed during Weekend Giving Events



**374** Virtual AMPS completed



Westbay Marketplace had **16,000** curbside pick-ups serving **34,000** people.



Over **2400** households assisted with summer electric grants



Over **3800** households assisted with winter heating grants



Assisted the WeR1 campaign with over **100** applications



Westbay Adult Education Academy has gone **100%** virtual.



Whether you need a hand...  
or have one to lend,  
We're here.



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