



“If you need something, don’t be ashamed about it. If you need help, get help. It has been hard for us, but this has been a good experience for our family.”

—Joanne

Joanne outside the Woonsocket Shelter a few days before her family moved into their own apartment

Did you know?

84% of individuals that left the shelter last year had a positive housing outcome.

From Shelter to Home

Being homeless is rarely a choice... but a result of circumstances.

The good news is that this family, with their hard work and the support of the Woonsocket Shelter program, was able to move into their own apartment in October.

After a time of unemployment and housing instability, Joanne, Joel and their 3 year old daughter found themselves without a home. With nowhere else to go, the Woonsocket Shelter offered them a safe residence to address the obstacles that got in the way of their obtaining permanent housing.

The Shelter is not just a place to stay, but a program to help families out of a most difficult situation. That’s where Rich Guerra, Woonsocket Shelter Case Manager, and other shelter staff come in.

Rich provided much-needed emotional support and helped the family pursue their plan. “We really focused on housing,” said Joanne. But that

wasn’t all. As Rich explained, “Joanne and her family persevered as a team, and were open and honest - not just in identifying the difficulties they could easily see, but also in discovering and addressing the hidden stumbling blocks they may have originally overlooked.”

As with all residents in the Shelter program, the family received Life Skills training covering parenting, home management and budgeting. They gained a better understanding of how much money they were spending on car repairs and other expenses, and, with more stable employment, they were soon able to purchase a reliable vehicle. This enabled the family to meet their shelter payment contribution, open a savings account and save money for an apartment.

At the CCA Family Support Center, the family also received food, clothing and rental assistance, and access to the local furniture bank. Joanne and Joel’s daughter received speech therapy and other services from our Early Intervention program in preparation for starting preschool at Head Start. Joanne reports that “It was a really good experience, seeing my daughter make improvements.”

“Joanne’s family was successful because they focused on what their family needed to do. They have really grown.”

— Bette Gallogly,
Woonsocket Shelter Team Leader

Thank you to the many who helped us raise funds for the Shelter.

Find out more inside...





A Message from the President/CEO

Benedict F. Lessing, Jr., MSW

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It is those who are successful... who are most likely to be given the kinds of special opportunities that lead to further success. It's the rich who get the biggest tax breaks. It's the best students who get the best teaching and most attention. And it's the biggest nine- and ten-year-olds who get the most coaching and practice. Success is the result of what sociologists like to call "accumulative advantage."

—Malcolm Gladwell, *Outliers: The Story of Success*

Dear Friends and Colleagues,

The Malcolm Gladwell quote above is noteworthy because it underscores the advantages of the class one is born into and the inherent economic privileges thereof; even more so when race, ethnicity and gender is considered. Science now tells us definitively that access to sufficient resources such as food, housing, healthcare, and education as well as having loving and supportive relationships are all critical ingredients to success.

At Community Care Alliance, we are working to mitigate failed approaches to addressing human needs through an array of strategies. At the forefront, always, is treating the people we serve as partners and with dignity and respect. Our approach includes:

1. Addressing the multiple needs of the individuals and families we serve through a comprehensive approach rather than from the perspective of a single program or discipline.
2. Providing access to a broad array of resources that can be customized on an individual basis.
3. Creating solutions across multiple funding sources.
4. Focusing on outcomes from the beginning and utilizing best and empirically based practices.
5. Using Continuous Quality Improvement methods as a means of improving services and outcomes.
6. Collaborating with community partners in order to strategically address specific needs and facilitate access to additional resources.
7. Engaging the community on multiple levels (i.e. clergy, businesses, elected officials, service groups, schools, public at large) to solicit their participation.
8. Communicating a narrative that incorporates stories and outcomes to illustrate success.

Our Mission

We support individuals and families in their efforts to meet economic, social and emotional challenges and enhance their well-being.

As an organization we are striving to create as much "accumulative advantage" as we can muster on behalf of the individuals and families we serve. Given the fact that the populations we serve are often pushed to the margins and defined within the context of a label or diagnosis, our objective is to erase the margins and to welcome them as full members of the community.

I am grateful for the dedication and commitment of the Staff, Board of Directors and Friends at Community Care Alliance whose compassion and persistence helps strengthen our local communities. Also, what we do on a daily basis would not be possible without the continuing support of clergy, local businesses, our funders and our many partners in other non-profit organizations.

Employee Spotlight

Employees Receive Recognition in the Community for Outstanding Achievements

Mary Dwyer - Nurse Leader of the Year

Rhode Island Monthly saluted the state's top nurses in its September issue, and named Mary Dwyer, MS, M.Ed., APRN-CNS, who oversees our Community Support Program, Nursing Leader of the Year in the feature, Excellence in Nursing. Nominations were reviewed and scored by an out-of-state panel of nursing professionals.

During her 37 year career, Mary has not only been an innovative administrator, but an advocate for nurses and clients, and a champion for positive systems change. She was a founding member and current President of the Rhode Island Institute of Nursing, and past President and active member of the RI State Nurses Association. In 2007, Mary was appointed by the Board of Directors of the American Nurses Association to their Reference Committee, which advances policies nationally in support of the nursing profession.

Meg Janci, BSN, RN, CCA Nurse Care Manager, noted, "Mary is an incredible advocate for the nurses. She is also very approachable and willing to share her knowledge and experience. She is probably the best nursing role model I have encountered since nursing school."



Mary Dwyer (center) poses next to the photo used in the Rhode Island Monthly article and with friends and staff who attended the reception in honor of award recipients.

Most recently Mary worked collaboratively with the RI Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals to enhance the state's Health Home model of care, which provides services focused on medical care coordination and wellness activities for individuals with serious mental health needs. She is the Chair of the Community Support Services Committee of the Substance Use and Mental Health Leadership Council of RI (formerly RI Council of Community Mental Health Organizations), and she was instrumental in the implementation of the Health Home initiative within Community Care Alliance.



Harry Diarblian and Bette Gallogly with their awards presented by Sojourner House at a luncheon held at Ciro's Tavern in Woonsocket.

Bette Gallogly and Harry Diarblian Honored

CCA staffers Bette Gallogly and Harry Diarblian were among several local individuals recently honored for their collaborative work with Sojourner House during a luncheon marking domestic violence awareness month. Bette, who has worked at the Woonsocket Shelter for nearly 10 years, is currently the Case Manager Team Leader, where she provides case management services to shelter residents, supervises case managers and manages shelter intakes and discharges. Bette also serves on the Executive Board of the Rhode Island Coalition for the Homeless. Harry has been with the Woonsocket Shelter since 1993, and currently wears multiple hats as the Facility and Housing Coordinator at the Woonsocket Shelter. Harry also serves as a trainer for CCA's Janitorial Training program.

Bette Gallogly and Harry Diarblian are both great advocates for people who are homeless and victims of domestic violence. They always are willing to help survivors of domestic violence find safe housing, and are so passionate about helping people with the greatest vulnerabilities and need. They are terrific people to work with and an incredible asset to the Woonsocket community."

—Kelly Henry, Manager of Residential Advocacy at Sojourner House

Events



Many families turned out



Starting out on the 3k walk through some scenic parts of Woonsocket



ShelterWalk 2015

Hundreds Turn Out, Thousands Raised!

Over 300 walkers came out on October 17th for our 27th Annual ShelterWalk at River Island Park in Woonsocket. More than \$30,000 was raised to benefit the Woonsocket Shelter and homelessness prevention programs of CCA. Over 20 teams of walkers from local schools, churches and community organizations participated. Forty sponsors supported the event, including major sponsors St. James Episcopal Church, CBIZ, Kahn, Litwin, Renza & Co., Ltd, Mutual of America, Provider Group, United Healthcare Community Plan, St. James Baptist Church, Technical Support International, and Soucy Insurance Agency.



The Woonsocket PD kept people safe at street crossings

Special guest speakers included U.S. Congressman David Cicilline, ShelterWalk committee members Police Chief Thomas Carey and City Councilor Dan Gendron, and Woonsocket Human Services Director, Linda Plays. Tony Petrarca, weatherman for media sponsor WPRI Channel 12, spoke briefly before joining the 3 mile walk through Woonsocket.

This year's walk was in memory of Father Lionel Blain, pastor emeritus of St. Joseph's Church in Woonsocket and a co-founder of the Woonsocket Shelter. Thanks to the many families, teams of walkers and the Woonsocket PD for keeping everyone safe on the roads. Also, thank you to all our sponsors and supporters. A full listing of all sponsors, teams and supporters is on our website: CommunityCareRI.org/Events.



Brownie Troop #356 kept everyone hydrated at the water stand.



A World AIDS Day Event ~
Save the Date! December 1st
Doors Open - 5:30 PM
St. Ann Arts & Cultural Center
84 Cumberland St., Woonsocket
A Night of Sonnet and Song ~
On a Graceful Journey ~

Food, Music, Silent Auction
Poetry, Resource Info

LCohen@CommunityCareRI.org



Program Spotlight

The Woonsocket Shelter

By Darlene Cowan, MA, LMHC, Director of Transitional Housing & HIV Support Services

Daily the phones ring at shelters throughout the state as hopeful families ask if there is a room for them. Many times they are told there are no openings. This is little consolation to a mother with children sleeping in a car or a woman due to give birth with no place to call home. But, sadly, it is the truth of the shelter situation in Rhode Island as several family shelters closed last year.

Often there are misconceptions around what it means to receive shelter. The Woonsocket Shelter is not a night to night shelter, but a “shelter residence program” that provides an individual bedroom for each family in an apartment where they share a kitchen, bathroom and living room with other families. The shelter serves single women and families.

Getting into the shelter isn't a matter of just making a call. All applicant families register with the United Way 211 Family Waiting List before any RI shelter can help them. Shelters across the state must accept clients from that list. Each family is assigned an acuity (vulnerability) level based on their circumstances, which ensures that the most vulnerable clients gain shelter as quickly as possible as openings occur.

Upon entering the shelter, residents work toward obtaining housing, which is the ultimate goal. Residents sign an agreement to complete all the tasks needed to obtain housing and are assigned a case manager who works with them to develop a plan. The agreement at the Woonsocket Shelter requires residents to follow shelter rules, complete a money education course offered by CCA's Financial Opportunity Center, obtain a job or attend job training, and connect with services such as counseling or child development, life skills classes, and after school programs. The case manager monitors the client's progress toward securing housing, assists with addressing barriers, and makes appropriate

Twenty families and eight single women are housed in the Woonsocket Shelter, which is almost continuously filled to capacity.



Walkers posed for photos outside the Woonsocket Shelter during ShelterWalk.

referrals for family services and basic needs. The case manager is the client's advocate in all matters around housing.

Time in the shelter is limited unless a client is accepted into the transitional housing program. In the last two years, shelter clients who have followed their case plans have received housing within an average of 5-6 months.

While the State of Rhode Island is taking steps to end family homelessness, funding cuts continue. The Woonsocket Shelter—and all shelters, as well as affordable housing initiatives, need the support of elected officials and the broader community, now more than ever.

We see over and over again homeless families and individuals working against all odds to improve their circumstances; the shelter program represents a ‘hand up’ in their journey.” —Ben Lessing



The support of over 300 walkers at our annual ShelterWalk showed how much our community values programs that help families who have lost housing due to economic hardship, fire, or other life circumstances.

Collaborations



The Community Care Alliance Healthy Transitions Team work together to support and engage young people with mental health concerns that impact their daily living. Their expertise covers a range of needs.

Improving Life Trajectories for Young People at Risk for Serious Mental Health Conditions

Imagine experiencing psychosis and associated behaviors for the first time and not knowing what to do. Or, seeing your child's behavior change drastically, with paranoid feelings, or mood or anxiety disorders.

The tendency is to hide or deny these episodes until they can't possibly be hidden anymore. The good news from the behavioral health community is that these experiences are treatable, especially when addressed early on.

"Now is the Time" Healthy Transitions (HT) is a new five-year grant funded by SAMSHA and a collaborative effort with the Departments of Behavioral Health, Developmental Disabilities and Hospitals, and Children, Youth and Families, The Kent Center and Community Care Alliance with programs located in Woonsocket and Warwick. The program aims to help young people between the ages of 16 and 25 with serious mental health concerns that significantly impact their daily functioning. Many of these young people generally do not seek out help and sometimes pose a threat to themselves and society. HT is designed to make it easier to get help and improve access to support services and treatment, and is modeled after similar programs with evidence-based practices.

The HT program at Community Care Alliance consists of an eight person team with offices embedded in the Youth Center, which offers vocational and educational support and an environment where connections to more intensive services can be made. The HT team, includes a psychiatrist, nurse, clinical supervisor, clinical therapists, and specialists in supported employment, education, substance abuse, wraparound services, and engagement. All staff receive training and technical assistance to implement Coordinated Specialty Care (CSC), a team-based service delivery system with demonstrated positive outcomes. The team provides screening, assessment, service coordination, direct treatment and wraparound recovery and support services.

Successful implementation of HT will rely heavily on the staff's ability to effectively engage with program participants for a period of up to two years during this crucial developmental stage in their lives. To that end, the program utilizes age-appropriate practices, engages families, and is culturally competent.

Grants & Opportunity

The following grants have been recently awarded to CCA

- » **June Rockwell Levy Foundation** - \$25,000 grant for agency capital improvements.
- » **The Providence Journal Holiday Fund at the Rhode Island Foundation** - \$7,500 for essential items for children & teens.
- » **The Rhode Island Foundation** - \$90,000 for the Visitation Strategic Planning and Evaluation Project. This initiative is a collaboration with five agencies who provide supervised visitation in Rhode Island: The Northern Rhode Island Visitation Center, administered by Community Care Alliance; Families Together, administered by the Providence Children's Museum; Family Service of RI Coaching and Visitation Center Program; Boys Town of New England Family Visitation Services Program; and Children's Friend, along with the Department of Children, Youth & Families.
- » **Victims of Crimes Act (VOCA)** - \$30,000 VOCA grant to provide assessment, clinical services, case management and other supportive services to adults and children who have been victims of violent crimes (administered through the RI Department of Public Safety Administration).



CCA employees, Joy Young and Wendy Pires put together items donated last year by the Providence Journal Holiday Fund.



Volunteers from Blue Cross Blue Shield of RI at Singleton House



Thanks to our Volunteer Partners

Blue Cross/Blue Shield of RI

We were fortunate to receive much-needed volunteer help recently from several volunteer groups. Twenty-eight volunteers from Blue Cross/Blue Shield of RI came out on October 2nd to assist with refurbishing both outdoor and indoor space at Singleton House, one of CCA's residential programs providing support and crisis intervention for persons with serious and persistent mental illness. This project was a part of *Blue across Rhode Island*, BCBSRI's signature volunteer event; CCA was awarded \$5,000 through this project to purchase supplies and to offset expenses.



Ernst & Young Volunteers at the Woonsocket Shelter

Ernst & Young

A group of 10 volunteers from Ernst & Young came out on September 25th to help beautify the grounds of the Woonsocket Shelter.

Wesley United Methodist Church

provided weekly weeding at the GrowUp! Community Garden from July to September.

We greatly appreciate the support of these partners in the community to help us meet the needs of the people we serve.

Job Fair Helps Connect Employers and Job Seekers

Over 100 people came out on October 14th for the Job Fair held at CCA's Employment & Training Center. Eighteen local businesses and organizations were on hand to discuss job openings and, in some cases, conduct interviews with job seekers. Representatives from Bank of America, CCA, CVS/Caremark, Durham School Services, Elmwood Nursing, General Dynamics, Howley Bread-Panera, Landmark Medical Center, Randstad, Seven Hills, the State of Rhode Island, Thundermist Health Center, Toray Plastics (America), Woonsocket School Department, Woonsocket City Hall, and Wyatt Detention Center attended.

Providing an opportunity for connecting job seekers and employers is particularly important in Woonsocket, whose unemployment rate is typically 2% higher than the statewide average; at 7.5%, Woonsocket's August unemployment rate was the highest in the state.

"We were very pleased with the high turnout of both employers and community members in the job fair," said Kristen Smith, CCA Employment Specialist and organizer of the event. "We strive to help all members of the community find not just a job, but a career in which they can better their lives."

We plan to hold more job fairs in the future...stay tuned!



Church members at the GrowUp! Community Garden



see more inside»

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