



Our mission is to support individuals and families  
in their efforts to meet economic, social  
and emotional challenges and  
enhance their well-being



Annual Report 2015

July 1, 2014 - June 30, 2015

# Dear Friends and Colleagues



Ben Lessing with Ann and Stacy at the Alive Peer Support Program holiday party.

This has been a consequential year in that CCA represents the first human service agency of its kind in Rhode Island that combines the disciplines and resources of a Community Action Agency, Community Mental Health Center and Family Service Agency. It is the vision of our citizen Board of Directors recognizing that the complexity of needs of the people we serve requires a different model; one that is comprehensive, has flexibility and can be customized to meet the desired outcomes of the people we serve.

The most important information you will glean from this report are the stories that will provide you with a snapshot of the challenges our clients face and the dedication of CCA staff that support their efforts. I am both proud and inspired by our staff who remains focused on the well-being of families and individuals and who do whatever it takes to work across traditional boundaries to get the job done.

Community Care Alliance came into existence at a time when the state is undergoing significant change, some of which is long overdue and is of course, given the nature of change, often messy and painful. Within this context we believe that organizations with shared values increasingly must collaborate and integrate in practical ways. This may take the form of administrative efficiencies and enhanced service delivery. But most importantly for vulnerable people who have been traumatized and marginalized by our society, our collective advocacy is critical.



Community Care Alliance was created through the merger of NRI Community Services and Family Resources Community Action on July 1, 2014.

## Welcome to the first Annual Report for Community Care Alliance!

Cover photo: Hannah and Ethan received services in our Early Intervention program. Read their story in the client stories section of our website, [www.CommunityCareRI.org](http://www.CommunityCareRI.org).

Key ↑ Client Engagement ↓ Outcomes

Through programs, advocacy and collaboration, people are empowered to discover their potential and live as engaged citizens, free of stigma, within a thriving community

## Our Vision

**t**rans • dis • cip • li • nar • y

A unified provision of services as two or more professional disciplines work simultaneously in a single integrated plan of care.

To this end, CCA is proud to work closely with Horizon Healthcare Partners, the RI Coalition for Children and Families, the RI Community Action Association and the Substance Use and Mental Health Leadership Council to name a few.

In addition, there are many other local non-profits, state agencies, clergy, health centers, businesses, municipalities, local education authorities, and police departments with whom we collaborate. In short, we believe the quality of these relationships will determine our effectiveness with many of the populations we serve.

As such, our efforts to operate in a trans-disciplinary manner must also transcend the typical organizational boundaries which many of us have known throughout our careers.

In particular, I want to thank our Board of Directors for their vision and commitment to an evolving comprehensive community based service organization. Finally, words cannot adequately express my appreciation for our staff and the work they do on a daily basis. It is often difficult and far from glamorous, but what they do is the clearest expression of what South Africans refer to as UBUNTU—“I am because you are,” it all starts with how we value and respect one another.

Respectfully,



Benedict F. Lessing, Jr., MSW  
President/CEO

### Thank You Board of Directors\*

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\*as of April 2016

# Supporting Economic Stability

## Christopher



### Basic Needs • Housing • Employment

#### Providing a Support Ladder

Meeting one's basic economic needs is essential to mental health and well-being, as well as the ability to provide positive parenting and nurturing of children. In order to serve people in a holistic manner, we help individuals and families address economic insecurity through multiple strategies including basic needs support, vocational services, employment and training, emergency shelter, transitional and permanent supportive housing, financial education and tax preparation/access to Earned Income Tax Credits.

“The Youth Center gave me the courage I needed to be myself and the skills needed to succeed, while Employment and Training allowed me to use those learned skills and improve upon them as an adult. In only three years I was able to go from a high school drop-out to a full-time employee. I consider the staff at Community Care Alliance as family. Without their positive energy, their support, and their occasional push, I can honestly say I would not be where I am today. What they do for the community really does make a difference!

—Christopher, Youth Center & Workforce Training participant

Employment remains a major concern. 40% of Rhode Islanders have an unemployed person in the household.

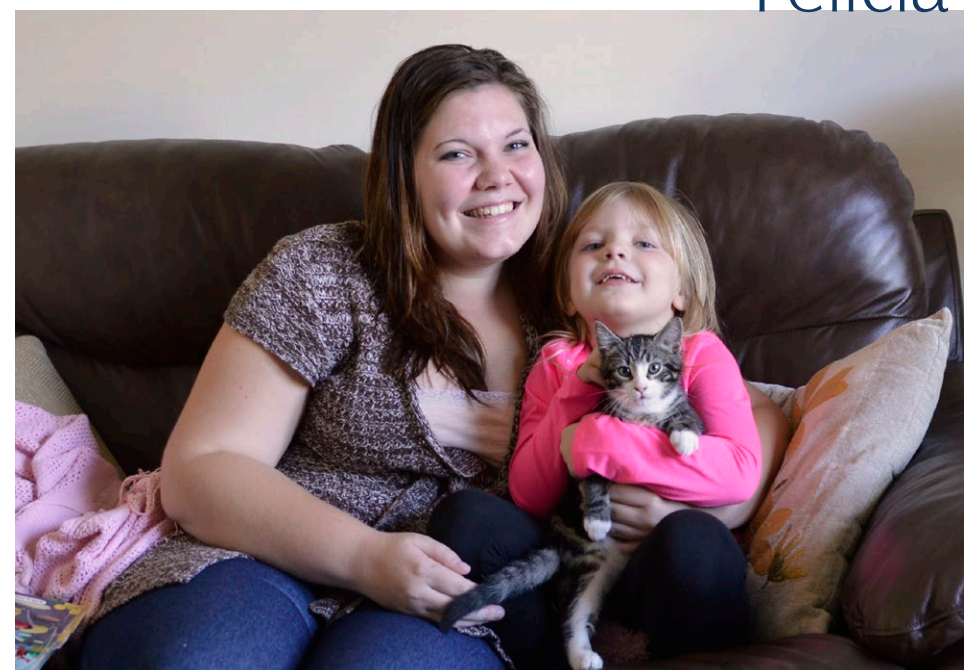
27% of Rhode Islanders indicate a lack of specific job skills or required education as the reason for unemployment.

—Rhode Island Community Action Community Needs Assessment Spring 2014

#### Some Highlights

- 3,384 households representing 5,758 individuals were served at the Family Support Center.
- 212 individuals were served in the Woonsocket Shelter and 238 individuals received housing through other housing programs.
- 84% of individuals that left the shelter went to permanent housing or a transitional housing program that provides housing for up to two years; this represented up to 128 individuals.
- Over 400 youth and young adults accessed Youth Center services.

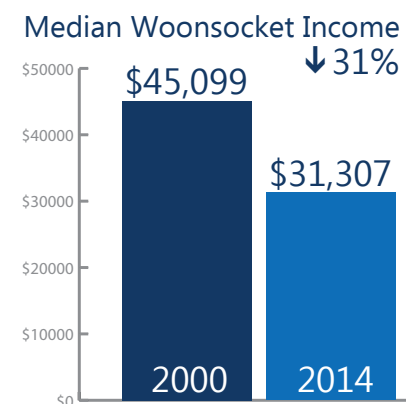
## Felicia



Felicia's Story: Like many single moms, Felicia struggles every day to make ends meet. Last year without steady employment and unable to pay the rent, she and her daughter became homeless. Felicia came to the Woonsocket Shelter, where, with the help of her case manager, she took steps to address the barriers preventing her from having a stable place to live. Felicia completed CCA's employment training and financial literacy classes, and received housing and other basic needs assistance. She also received critical emotional support through counseling and parenting classes. After a year of hard work, Felicia gained her independence and she and her daughter are now living in an apartment.

“Thank you for the opportunity to be in this program where I have gained stability and have solid ground for a new start.”

—Client served through the Family Support Center



The Woonsocket median income has declined from \$45,099 in 2000 to \$31,307 in 2014.

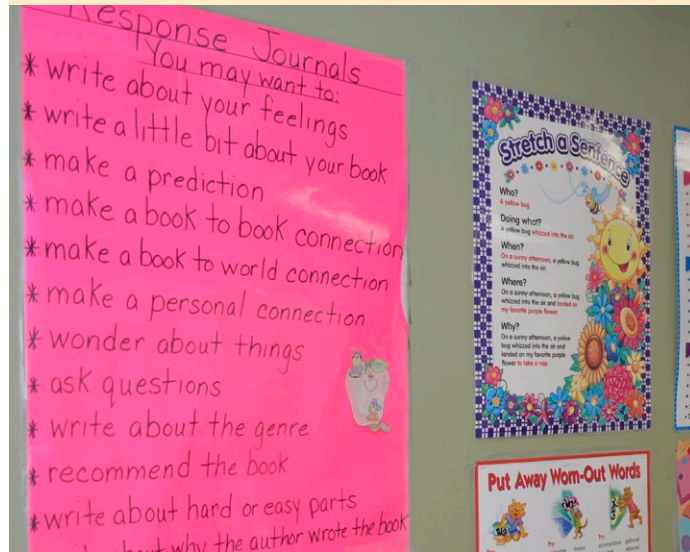
The median income statewide is \$67,904

—RI Kids Count Factbook 2015/U.S. Census

# Promoting Recovery & Well-Being

90% of people seen in public behavioral health clinics have experienced trauma.

—National Council for Community Behavioral Healthcare



“My son was totally dependent on me for basically everything. Thanks to your organization, I can now “breathe.” Everyone there has done so much to improve my son’s life. It’s been a long and difficult road, but he’s managed to become much more of an independent individual. You’ve given him and me so much these past few years. I am forever grateful.”

—Sheila C., Mother of Residential Services Client

## Community Support & Recovery

### Instilling Hope

The families and individuals we serve frequently have multiple needs not easily resolved by traditional, silo-oriented service delivery systems. For this reason we implement a recovery-driven model that is individualized, strength-based and multi-faceted. Our framework for care assumes recovery to be a continuing, developmental process utilizing multiple tools and resources that may include peer support, formalized treatment and other services, employment training, education, development of life skills and housing support. Foremost, recovery-focused care must engender hope, dignity, respect and empowerment for individuals and families.

### Kevin

Kevin has received services through our Community Support Program. Read Kevin’s story on our website: [CommunityCareRI.org/Stories](http://CommunityCareRI.org/Stories)



### Leon

Before moving to Singleton House, Leon experienced auditory/visual hallucinations and anxiety. There were times when he was not taking his meds and was drinking and smoking marijuana, and his housing situation was precarious. He regularly ended up in the Emergency Room.

Leon was first admitted to Singleton House in January, 2013, after his Community Support Program team had advocated for and secured this residential placement. While there he learned healthy coping skills and ways to better manage his illness. His ER visits drastically reduced and eventually he learned other ways to cope entirely. He was supervised with his medications at first, but now takes them on his own.

After a year, Leon transitioned into a supervised apartment where he lives more independently. He is active in his treatment, working on his recovery with a CSP substance abuse specialist and a clinician, attends groups at the CCA Wellness & Recovery Center, and has participated in a culinary program. He has been clean and sober for almost 3 years and after multiple tries has also quit smoking. He is just one of many who have begun to turn their lives around at one of our residential homes.

—Case Manager at CCA Mental Health Rehabilitation Residence, Singleton House



Mental illness is more common than cancer, diabetes and heart disease. One in four adults and one in five children have a mental illness that can be diagnosed and treated in a given year.

—Substance Use & Mental Health Leadership Council of RI

### Some Highlights

- 👤 1,210 individuals in the Community Support Program and Mental Health Psychiatric Rehabilitation Residences (MHPRR) received Health Home services.
- 👤 87% of these Health Home clients avoided an inpatient psychiatric admission.
- 👤 Over 12,000 hours of service was provided at the Wellness & Recovery Center.
- 👤 1,203 individuals were served at the Acute Stabilization Unit.
- 👤 220 clients were served in the new Partial Hospitalization Program and/or the Intensive Outpatient Program.

“My life is 180 degrees better with the services I receive.”

—Community Support Program Client

Healing Through Art gives clients an opportunity to utilize creative expression to work through challenging emotions, find relaxation, cope, and support one another. In this work, a client captures her feelings of being trapped by her trauma.

# Prevention & Early Engagement



Helping hands for very young children give them experiences that help them grow socially, emotionally and intellectually.



Parents, Christina and Raymond with Mirah, Julian and Dylin, enjoy a day at the farm at the Fun Day event where families could meet families with similar experiences and have fun with their children.

## Stabilizing Families

### Supporting Family Well-Being & Permanency

One of our guiding strategic objectives is prevention and early engagement. This is particularly important for families raising children with medical and developmental issues; parents who have come to the attention of the child welfare system; youth and adults struggling with their first psychiatric episode; and other populations. We provide critical supports and services to infants, toddlers and their families to reinforce their self-determination and reduce the likelihood of intrusive, restrictive interventions.

#### Some Highlights

- 📌 Early Intervention received 252 referrals and completed 253 new intake assessments. This program served 598 children.
- 📌 92% of Early Intervention program families surveyed reported feeling more knowledgeable about their child's development and how to help them progress.
- 📌 Youth Success provided services to 41 pregnant and/or parenting teens/young adults.
- 📌 Youth Success had no repeat pregnancies, and three youth received their high school diplomas.
- 📌 Eight of the 19 families in Intensive Family Preservation whose children were in foster care were reunited with their children.
- 📌 First Connections screened over 500 new parents for post-partum depression and over 100 babies at risk for developing Hepatitis B were monitored for completing the Hepatitis B immunization series.
- 📌 Healthy Families America had no reports of suspected maltreatment or child neglect, and 100% of children were up to date on their well baby check-ups.



James (left) and his clinical therapist, Mark, have worked together for many years.

## James

As a young boy, James experienced family trauma that affected him in many ways—his behavior, school, relationships. He came to Community Care Alliance (then NRI Community Services) where he received outpatient and intensive home-based services to help him address these issues. “I couldn’t control my behavior

when I didn’t get my way,” James said. “Before, I would explode over anything. The support I received (from CCA and other programs) was major. It helped me face lots of fear and problems like sharing and controlling myself.” His clinical therapist helped him over the past 8 years by providing a stable, reassuring presence, and working with him on strategies to gain control and calm down. The family’s openness to services helped James to build more positive relationships. James’ participation in a summer camp boosted his confidence, and he is now actively participating in school activities including hockey and track. “My next steps are to complete high school and pursue a degree in college,” James said. “My hopes and dreams are to be successful in any degree I choose, own a house, and start a family with beautiful children. I need to focus and not give up on my dreams and keep in contact with the ones who helped me the most.”

In 2014 in Woonsocket, there were 372 victims of child abuse and neglect, a rate of 38 per 1,000 children; the second highest rating in the state.

—RI Kids Count Factbook 2015

### Addressing Childhood Trauma

The behavioral health needs of children and their families may include grief, trauma, substance use, depression, anxiety, juvenile justice issues, parent/child relations, and other issues. These are addressed through individualized services that may include counseling, psychiatry, addiction prevention/treatment and trauma services.

#### Some Highlights

- 📌 1,222 children were served through outpatient counseling and intensive home/community-based services.
- 📌 There were 11,830 child client visits/contacts during the year.



My Experience with FCCP is the best I have ever received from any agency. When I first moved to Woonsocket I was going through a lot of life changes. FCCP help me with school for my daughter, also connected me with any extra services that my daughter needed. They also help me with transit into transitional housing, and into Woonsocket housing. We were more than just clients they also ~~do~~ did activities with my daughter we went bowling, and to a farm for pumpkin picking. They gave me a little more confidence to do more with my life so I started school for medical assistant which I finish August 2015, and would like to go to school for EMT in Sept. I'm happy that my life is back on track. I feel like if FCCP wasn't there to help me along the way it wouldn't be possible, and for that I thank them.

Rachel

# Giving Back



CCA received the Blue Across RI grant from BCBS that was used to spruce up indoor and outdoor space at the Northern RI Visitation Center. 35 BCBS employees helped out with assembling the new playground.



Swarovski North America, has been a supporter of the agency for several years. Here they are handing off holiday gifts to be distributed through our children's programs.



Over 350 people turned out for our 26th Annual Shelter Walk helping us raise \$28,000.

## Collaboration

# Thank You Sponsors

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The Valley Breeze  
Thundermist Health Center  
Westview Health Care Center  
William M. Ryan, Esq.  
Woonsocket Housing Authority  
Woonsocket Lions Club

“Each year our sponsors come through for us. We are grateful to each of them as their generosity creates positive change in the lives of the people we serve.”

—Ben Lessing, CEO

Over \$12,000 was raised at the 13th Annual Community Champions Music Series to support agency programs.

\$15,000 was raised at our 10th Annual Golf Tournament to support the Woonsocket Homeless Shelter & Homelessness Prevention Programs.

Supporting the Woonsocket Homeless Shelter & Homelessness Prevention Programs

# Financial Highlights

## Statement of Financial Position for Year Ending June 30, 2015

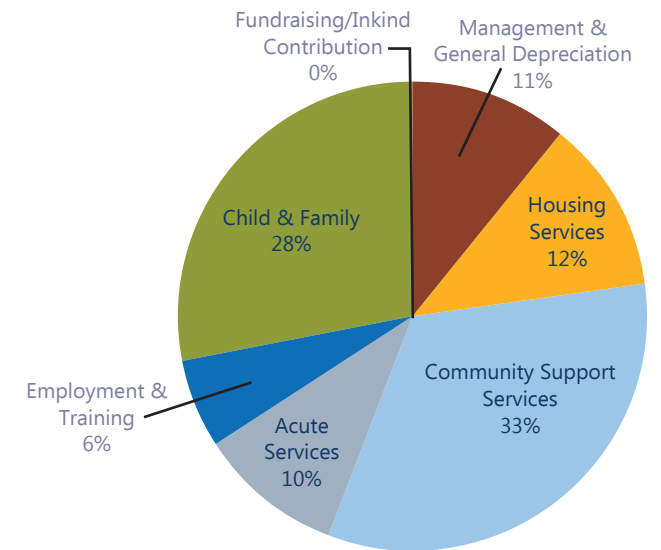
Current Assets ..... 4,510,060  
Restricted Cash ..... 818,802  
Property and Equipment (net) ..... 10,806,080  
**Total Assets..... 16,134,942**

Current Liabilities ..... 3,685,695  
Long Term Debt ..... 8,809,235  
**Total Liabilities ..... 12,494,930**

Unrestricted Net Assets ..... 824,017  
Invested in Facilities/Fixed Assets..... 2,276,485  
Temporarily Restricted..... 539,510

**Total Net Assets ..... 3,640,012**  
**Total Net Assets and Liabilities ..... 16,134,942**

## Total Expenses \$31,987,651 by Services



Community Care Alliance employs approximately 500 people. 400 provide direct services to clients; Licensed staff include: 29 LICSWs, 25 LCDPs, 6 LCSWs, 5 PCNSs, and 9 MDs.

1,000 tax returns were prepared through CCA's VITA (Volunteer Income Tax Assistance) program, returning more than \$1.5 million to the local community, including over \$590,000 in Earned Income tax Credits.

The Culture Committee was formed in the wake of the merge and charged with preserving the most valued traditions from both legacy agencies.



# It Takes a Community

Honoring Champions at the 13th Annual Community Champions Music Series.

In 2015 we honored Pamela Messore, Rita Gandhi, Kate Brewster, Chief Thomas Carey, Lori Ziegler Halt, and Steve Bacon.



Gerri Floody-Duarte was chosen by staff to receive the Ubuntu Award, which was created to honor a staff person who embodies the spirit of humanity toward others.



Emidio Rosa, Family Support Center Supervisor, talks about the needs in the community with Congressman David Cicillini.



Art meets Human Services thanks to a generous donation of 24 original works of art by The Art Connection Rhode Island.

## Coming Together

Community Care Alliance has a big role in ensuring that lower income people receive their Earned Income Tax Credit. Ben Lessing with IRS administrators, Meg Chevalier, and Amy Stanton, at the EITC Kickoff Event.



Employees from Family Well-Being & Permanency programs advocate for families with babies at the Zero to Three National Training Institute Rally for Babies.



When Gina Raimondo came to Woonsocket to talk about economic empowerment, Stump Evans, Director of The Harbour Youth Center, mentioned the needs of youth and young adults in the local area.



Our monthly local radio show provides a platform for connecting with the community. Stay tuned to Community Connections WOON 1240 AM airing the 4th Wednesday every month at 9:00 in the morning.



A member of the community speaks at the Agape World AIDS Day Event.



Founders Corrine Nolan (here with Ben Lessing and former NRI Community Services CEO, Chris Stephens) and her late husband Edward Nolan, Ph.D., were honored at The Nolan Center building dedication.

