2018 ANNUAL REPORT  July 1, 2017 - June 30, 2018
When people flourish our community thrives

Everyone will face hardship at one time or another. Seeking help is a sign of strength. At Community Care Alliance, we empower people so they can achieve their goals for recovery and attain independence and peace in their daily lives.

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

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

WE VALUE
Advocacy & Self Help
Respect for Individuals and Their Culture
Family Centered, Goal Focused Treatment
Active Involvement & Community Building
Collaborative, Comprehensive, Accessible Services

IN FISCAL YEAR 2018
Approximately 16,000 people came to Community Care Alliance for an array of reasons. By seeking help...

506 individuals averted homelessness.
949 people with severe and persistent mental illness were supported in their own community and homes.
1,071 infants and toddlers' lives were improved with Early Childhood Home Visiting Programs.
1,223 bio-psychosocial and crisis assessments were completed through Open Access intakes.
1,767 adults received outpatient counseling services, with 528 treated for PTSD.
266 at-risk families received wrap-around services through the Family Care Community Partnership (FCCP), reducing family stress.

Cover Photo: Tamara Castonguay, Healthy Families America Family Support Specialist, has developed a great rapport with this child and her family over the past few years.
DEAR FRIENDS

Engagement, empathy, respect for culture and diversity are all critical to the formation of relationships. Only after this human connection is forged can we collaborate and problem solve with the individuals and families that seek support from Community Care Alliance. They are often struggling with a myriad of challenges—like poverty related concerns, involvement with the child welfare system, opioid and other substance use and mental health issues.

This Annual Report provides a window or “snap shot” of the work that Community Care Alliance staff do on a daily basis. The work is not glamorous but it is no less heroic when you consider the lives that are averted from all manners of tragedy. This report is dedicated to those who are the heart of this organization and show up day after day with the compassion, persistence and expertise that is necessary to strengthen people who are pushed to the margins through no fault of their own. They change lives and communities.

Where CCA is concerned, collaboration is at the core of what we do with the individuals and families we serve and with many other organizations and systems. We are able to serve people in a comprehensive manner because we integrate and braid our services and resources with school systems, police departments, DCYF, public housing, primary care practitioners and health centers, probation and parole and day care providers to name a few. Without partnerships, we believe addressing complex human needs effectively is nearly impossible.

I want to thank our Board of Directors. Were it not for their support, an organization such as Community Care Alliance would not exist. In an age when human services and healthcare are being pushed to become more corporate, they have continued to be focused on the populations that need our support and expertise.

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

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Medical Director
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Nancy Paradis, MSW
Sr. VP of Housing, Workforce Development and Basic Needs
Bridget Bennett, LCSW
Sr. VP of Family Well Being and Permanence
Richard Crino, RN, CTI, QMHP
Sr. VP of Acute Services
Karen Rathbun, MAR, QMHP
Sr. VP of Administration
Rita Gandhi
Chief Financial Officer
Lori Ziegler Hall
Director of Human Resources
Colleen Joubert
Director of Communications & Development

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*As of 2019

Basic Needs

Home Energy Assistance
LIHEAP

People come to the Family Support Center, a busy drop-in center, for emergency food and clothing vouchers, utility and limited rental assistance based on income-eligibility. Staff provide guided referrals and advocacy with landlords and/or utility companies when household bills fall behind, as well as help with navigating HealthSource RI.

6227 individuals in 3823 households were assisted at the Family Support Center.

2163 food vouchers and 1224 clothing vouchers were distributed.

“I’m so glad to finally have health insurance after many years of using the emergency room for pretty much everything. I have diabetes and want to get things under control before my health gets worse.”
—Client assisted by Health Source Navigator
Teams in the Community Support Programs coordinate with Emergency Services, the Acute Stabilization Unit, Intensive Outpatient Services, Housing and other programs to assist clients in crisis.

Health Homes decreased the number of clients experiencing a psychiatric hospitalization from 20% in FY2016 to 12% this fiscal year.

Seeking solutions for trauma and behavioral health related adversity, the Department of Health funded a behavioral health clinician to assist the Woonsocket Police Department in guiding persons that they may encounter in the community toward treatment resources.

Police, fire and emergency responders also experience personal and work-related problems, and can access counseling through our Employee Assistance Services, as well as trainings for police officers responding to people with a behavioral health crisis.

11 Police Departments had First Responder Support Services staff assist officers with personal and work-related problems. CCA provided 96 hours of counseling and 52 hours of training, such as Peer Support, Debriefing Critical Incidents, and Responding to Crisis.

970 individuals addressed their crisis at the ASU rather than going to a hospital emergency room.

Having a behavioral health crisis can be a lonely experience. The Acute Stabilization Unit (ASU) is an option that avoids a hospital stay. The goal is to enhance people’s existing strengths and survival skills, teach new coping mechanisms and stabilize daily living situations. This year, CCA relocated the ASU to a more central location at Charlesgate in Providence.

Back in the day, I had been very successful in the car business and amassed a lot of money. My home was paid for, my kids were grown up, and I had a good relationship at home. I lost it all to drugs. I was suffering with pain and my friend gave me a bag of heroin. Suddenly I had no pain. In time my habit blossomed to about $20,000/month. I sold everything and spent all my money to get drugs. My wife left me and my kids lost all respect for me. I found myself homeless for about three years. During that time, I got into treatment and stayed in shelters. I came to CCA Burnside Apartments from the overflow shelter in Cranston. Since coming to Burnside, I have reconnected with my kids and regained their respect. The responsibility of taking care of me and my apartment has improved my self-esteem and it sure beats homelessness. I am a richer man today than I was when I had a lot of money because I have a great relationship with each of my kids.

—Dennis, Burnside Apartment Resident

CCA opened Agape Providence, a drop-in center for people with HIV/AIDS and behavioral health issues. Modeled after the successful Agape Center in Woonsocket, the Providence location has added 12 Transitional Housing beds to combat homelessness in this population. The house is a safe place where people receive outpatient mental health and substance use counseling, case management services, HIV/HEP C testing, nursing support, case coordination and served meals. Interns from Rhode Island College gain experience working directly with staff and clients.

35 individuals were served at Agape Providence during a nine-month period, with 7 achieving viral suppression, 5 gaining employment and 2 participating in the PAID employment program.

39 households received Rapid Re-Housing ensuring that 49 adults and 85 children had a roof over their heads.

20% of the 39 households increased their income during involvement with the Rapid Re-Housing program.

187 individuals lived at the Woonsocket Shelter. 90% moved to permanent housing.
The Permanent Supportive Housing program has helped me get through the roughest years of my life, and now I have hope for the future!
—Sandra, Housing Client

Adult men recovering from addiction work to develop their own personal treatment plan while living at Wilson House or Jellison House. Recovery is an intensive process that may include a variety of different therapies, community resources and case management.

178 men addressed their recovery at our Substance Use Residential Treatment homes.

I have been associated with Agape for a long time now and without the help they have given me I don’t know where I would be. At first I was so alone and lost and someone gave me a number to call. When I did, I expected someone to answer and be put on hold, but that didn’t happen and finally there were faces to names—kind caring faces of people who really tried to help me. I can’t begin to tell you how much I needed these people and their perspective on things. It’s true, you can’t do it alone and I thank God I didn’t have to!
—Agape Woonsocket Client

When I started treatment, my self-esteem was very low. Wilson House showed me how negative my thinking was and helped me change those thoughts to healthy, productive ones.
—Vinny, Wilson House client

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—Agape Woonsocket Client

The Wellness and Recovery Center forged a relationship with SHRI Yoga in Pawtucket that offers our clients a Yoga group for clients in our Community Support Programs. Having the group in a yoga studio is a great way to get people out in the community. Transportation is provided by our van driver, and clients look forward to these sessions.

The Wellness & Recovery Center is a very good place for people to go. You meet a lot of people, you interact with a lot of people, and they become your friends.
—Wellness & Recovery Center Client

At the Serenity Center, individuals engage in drop-in, social events, self-help groups, and are supported in their recovery, developing the skills needed to live their life in a manner consistent with their own values and personal goals.

129 participants attended 25 events at the Serenity Center.

17 Peer Recovery Specialists were employed by CCA in 10 of its programs, such as the Center of Excellence for Opioid Addiction Treatment, the Youth Center, Agape HIV Support Services and the Alive Peer Support Program.

90 members were active in the Alive Peer Recovery program, one of the strongest peer recovery programs in the state, offering groups to Community Support Program clients. They attended 189 activities both on site and in the community.

144 people participated in at least one of the 27 groups offered at the Wellness & Recovery Center representing 4,734 hours of activities.
Behavioral Health

Several programs implemented MIRAH, a measurement-based assessment tool that expedites the evidence-based practice of collecting client-reported symptom data and informed ongoing behavioral health treatment.

828 clients with severe and persistent mental illness enrolled in Integrated Health Homes and 176 in Assertive Community Treatment.

247 Health Home clients spent an average of 16 months in treatment. 129 were treated for PTSD and 181 received psychiatry services. 50% have a co-occurring substance use diagnosis.

At our Center of Excellence for Opioid Addiction Treatment, Peer Recovery Specialists meet a person struggling with opioids where they are in the community, and offer immediate guidance, connections with a Suboxone provider and recovery supports. Individuals are able to sustain a prolonged period of abstinence, allowing them to repair relationships, restore their physical health and psychological well-being, return to work, be reunited with children who have been in DCYF custody, develop their spirituality and resolve legal issues.

21 individuals entered the Center of Excellence for Opioid Addiction Treatment. All received Narcan, the overdose-reversing medication that saves lives, along with instructions on how to use it.

Parenting

Newborns and babies up to age four require parents to have skills that don’t always come instinctively. Through home visits, parents build confidence as they are supported with a wide range of services such as development and wellness screenings, breast feeding support, depression and stress screenings, and connections to community services and resources. Early Intervention provides therapies for children challenged with developmental delays.

324 pregnant or new mothers were screened by First Connections for depression. 48 were referred for further treatment.

90% of Early Intervention services were provided in a natural environment, the home or early care setting.

266 families were served by the Family Care Community Partnership with 72% meeting their “Wrap Plan” goals.
Students have access to a wide-range of resources ranging from obtaining a high school equivalency diploma or improving literacy to receiving a vocational assessment and exploring career options. Students may also be advantaged by case management, supportive employment, computer and work readiness trainings, financial literacy workshops and more.

32 students enrolled in classes or On-the-Job Training programs.

124 students attended Project Learn, an adult literacy program. 71 students gained or retained employment. 48 students received North Star Digital Literacy certification.

24 young adults successfully completed the PAID program in its first year. 19 found permanent employment, and 5 enrolled in industry training classes following the program.

FINANCIALS

Statement of Financial Position

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| Unrestricted Net Assets                | 1,046,801 |
| Invested in Facilities/Fixed Assets    | 1,361,425 |
| Temporarily Restricted                 | 642,207   |
| Total Net Assets                       | 3,050,433 |

| Total Net Assets and Liabilities       | 11,495,677 |

Total Expenses $29,219,788 by Services

People living at the poverty level endure trauma, disabilities and economic challenges that many people could not begin to comprehend. They are eager to work hard at moving their lives in a positive direction.

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

491 donated food baskets were distributed to families during the holidays.

500 children who were not eligible for Adopt-a-Family were provided with gifts thanks to the generosity of our donors and the Providence Journal Holiday Fund.

Generosity

Over 120 In-Kind donations were given to Community Care Alliance for events and programs.
523 employees work hard every day to build our clients’ futures. Services are provided at 18 locations in northern Rhode Island, Pawtucket and Providence.*

141 staff identify as Black, Hispanic, Asian/Pacific Islander, American Indian or Alaskan Native.*

292 employees are over the age of forty.*

*Reporting period 12/23/18 - 1/4/19

Our multi-cultural advantages are leveraged at the World Café, a Cultural and Diversity Committee event that helps staff learn from each other about differences of ethnicity, race, gender identification, religious beliefs and practices, as well as age, experience, disability, and sexual orientation. A sensitivity around these values strengthen engagement and collaboration with the people we serve.