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www.CommunityCareRI.org



Say
What Matters
Grow
a Coalition
Change
What You Can
Engage
In Your Community

Human Rights

Safe Communities

Inclusion & Belonging

Affordable Healthcare

Education

Crisis Care

Social Supports

Basic Needs

Fair Rates

Healthy Environments

Access to Care

Behavioral Health

Economic Growth

Shelter & Housing



For More Than a Century

Reducing Poverty & Promoting Mental Health

With a legacy that spans over a century, Community Care Alliance continues to grow and adapt to meet community needs. By integrating Community Action Programs and Behavioral Health, we advance a whole-person model of care that connects social, economic, and behavioral health supports—driving stronger outcomes and healthier communities.

Our **Community Action Programs** served 4,052 individuals and benefitted 10,571 family members.

4,189 people were treated in our **Behavioral Health Services**, many with enrollment in multiple programs.

30% received services from both programs and services.

11,589 people, were helped
by our services in FY25.



Dear Friends and Colleagues,

Greg Boyle's quote from his seminal book *Tattoos on the Heart* sums up the position that Community Care Alliance staff find themselves in on a daily basis. We are a safety net for many people that are attempting to maintain their humanity, dignity, and find a way forward. Our staff provide the "net" through their compassion, skill and advocacy. The task is not easy given the layers of systemic oppression, racism and stigma the people we serve are confronted with daily.

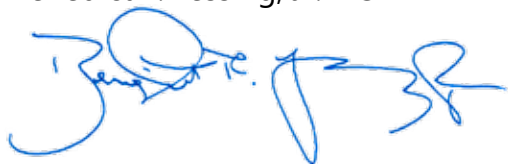
I want to thank our staff at all levels of the organization for their continuing focus on our mission, for their persistence, expertise, unwavering compassion, and most of all collaboration with the people we serve.

This past year, 2025-2026, has been incredibly disheartening. We have seen rhetoric and legal actions that take us back to the Jim Crow racist era. Institutions designed to strengthen well-being and ease the suffering of people have been systematically under attack and in some cases, dismantled in this country and abroad. Even with these realities, we are still here. Our staff strives to work as a community, and we continue to collaborate with other nonprofits as well as local and State Government to maintain the best safety net we can be relative to the conditions we are dealing with.

I want to thank our Board of Directors who are a continuing source of support and guidance. I also want to thank our local non-profit partners; particularly Thundermist Health Center, Well One, Connecting For Children and Families, Tides, CODAC, the Boys and Girls Club, Milagros and the Situation Table to name a few as well as our local Faith partners with whom we work daily to assist families with food, shelter and other forms of emergency assistance.

Now is the time for us to Stand Up and Stand Together; that is the only way things will change.

Benedict F. Lessing, Jr. MSW



President/CEO

“Imagine a circle. We stand with those whose dignity has been denied. We locate ourselves with the powerless and the voiceless. At the edges, we join the easily despised and the readily left out. We stand with the demonized so that the demonizing will stop. We situate ourselves right next to the disposable so that the day will come when we stop throwing people away.”

— Gregory Boyle, *Tattoos on the Heart: The Power of Boundless Compassion*

Can I get through today safely?

We ask, “What does a person need right now—and how do we wrap services around them?”



“I see many people who need help in every area. They have multiple concerns—mental health, addiction, no place to live—the list goes on.”

—Service Provider, CCA Community Needs Assessment

From food, utilities, clothing, housing, transportation and documentation, the Family Support Center staff is ready to help anyone who drops in looking for help with their basic needs.

Access to Food and Basic Needs

3481 people received supplemental food and 2947 received food vouchers.

874 households received clothing vouchers.

1840 households obtained help with utilities via LIHEAP, GNEF, Global Partners and JB Williams funding.

Crisis Response and Stabilization

22,500 crisis calls answered with an average of 1.9 seconds at the 988 Call Center operated by CCA.

2098 callers were referred to BH Link.

2636 emergency bed nights were provided at the Dignity Bus. Multiple clients were transferred to full-time shelters as openings became available.

Access was a main focus Emergency Services with improvements to care coordination, improvements in response times and new phone systems that allowed for call transfers.



We Make Our Own Communities

133 people slept on the Dignity Bus throughout the winter. During their nightly stays, there was no violence or overdose. Dignity Bus staff never needed to call the police for unruly clients. People looked out for one another.

Over time, Dignity Bus clients instituted their own food program, dedicating a table in the church basement where extra food collected during the day could be dropped off for others, or taken, if needed. Each night, someone would set up the table and clean up each morning.

The natural bonding that occurs in any community, aslo happend for those who stayed often on the Dignity Bus. They became a makeshift family, watching out for each other on the streets during the day and supporting each other in various endeavours. If someone was new to them and homeless, they would be shown how to navigate the different services in their harsh new reality.

One client had a cart for his belongings that was falling apart. A wheel was broken and one of the corners was separating. Another client had an address that could be shipped to, so they arranged to order a new one. When it came in, 4 clients gathered together as a group to assemble the new cart. Just as neighborly as in any other community.

The Significance...of Caring

Acute Services

ASSESSMENTS

The Emergency Services (ES) Intake completed 313 Biopsychosocial Assessments and 442 Crisis Assessments, which includes Mobile Crisis Responses as part of expanded CCBHC services.

MEDICAL SCREENINGS

At Intake the number of Medical Screening Forms completed was increased by 136%.

OUTREACH

ES improved outreach and access with other Divisions, and performed 200 hours of crisis de-escalation at Safe Haven and 22 Intake Assessments at Serenity Peer Recovery Center.

MEDICAL PROVIDERS

The ASU hired a 24/7 on-call medical provider who is Board Certified in Addiction Medicine, Psychiatry and Primary Care.

CONTINUITY OF CARE

91% served each month at BH Link avoided hospital visits related to behavioral health needs, as well as enhanced continuity of care as measured by scheduled appointments, direct transfer of care or case management follow-up.

CRISIS STABILIZATION

1780 people assessed at BH Link had access to immediate, stabilizing emergency behavioral health services and long-term care and recovery supports.

INCREASED PARTICIPATION

IOP increased daily census by 8%, provided case management and transportation assistance, which improved engagement and retention rates, with clients attending 29% more sessions and staying in treatment 60% longer.

RECOVERY HOUSING

Recovery Housing maintained a census of 10 - 12 men daily. All residents that were eligible moved into stable permanent housing. The program served 35 men.

Family Wellbeing & Permanency

COUNSELING

Adult Outpatient Services provided individualized mental health, substance use and co-occurring counseling to 806 individuals, including 344 new clients.

NO WAIT TIMES

There were no wait periods for children receiving either Outpatient or Children's Intensive Services levels of care.

SOCIAL DETERMINANTS

Utilizing Social Determinants of Health and Target Health Conditions Questionnaire screening tools helped identify 259 clients needing case management.

FEWER HOSPITALIZATIONS

Children's Outpatient and Intensive Services decreased hospitalizations by 42% due to Mobile Crisis intervention and prevention and a collaborative partnership with TIDES Mobile Response and Stabilization Services (MRSS).

COLLABORATION

Staff continue collaborative partnerships with School Departments, Department of Children Youth and Families, Butler Hospital and other community providers to optimize client functioning and improve care coordination.

CARE COORDINATION

Family Care Community Partnerships became the main provider for regional CCBHCs for Intensive Care Coordination services. The FCCP program worked with 365 families.

CHILD DEVELOPMENT

90% of 370 children served by Early Intervention improved child functional skills across developmental domains and 90% of families improved competency in understanding their child's development.

HOME VISITING

Healthy Families America served 34 families, providing 468 home visits, offering support for bonding and attachment with newborns, child development information and activities, and community resources.



When people have a healthy mind and body, a place to live, enough food, supportive relationships, and sufficient income, they flourish and our communities thrive.

Community Support & Recovery

INTEGRATED HEALTH HOMES

641 clients were served, including 145 new admissions in our Integrated Health Homes, receiving enhanced coordination of primary, specialty and behavioral healthcare

STAFF TRAINING

All team staff completed training on new screening tools, and processes for dispositions continue to be assessed for improvements, particularly as it relates to housing.

HEALTHY TRANSITIONS

An average of 40 young people per month aged 16-25 with serious mental health concerns or co-occurring disorders were helped in their transition from adolescence into adulthood.

COMMUNITY TREATMENT

Assertive Community Treatment (ACT) teams served 107 people. CSP utilized checklists to prompt completion of screening tools focused on achieving CCBHC clinical care standards.

COORDINATED CARE

80% of ACT clients received 3 different types of services, whether nursing, vocational, substance use, case management, and psychiatry—improving overall wellbeing.

VOCATIONAL TRAINING

Served 74 individuals—64 receiving IPS and 12 receiving psych rehab services. There was a significant increase in job retention, and three clients transitioned to full-time employment, terminating their disability benefits.

GROUP LIVING SERVICES

Evergreen Assisted Living maintained an average census of 22/residents per month, and three Mental Health Psychiatric Rehabilitation Residences housed 29 people who required 24/7 support in order to develop independent living skills.

WELLNESS & RECOVERY

New efforts to coordinate rides allowed residents in group living situations to attend Wellness Center activities and increased their community involvement.

Social Health

FAMILY STABILIZATION

The Woonsocket Shelter housed 104 individuals, including 47 children, underscoring the program's role in family stabilization.

MEDICAL INSURANCE

Medical Insurance retention improved dramatically, with all adults exiting the Shelter covered by Medicaid, Medicare or SCHIP. Medicaid coverage at exit is a significant achievement, safeguarding continued healthcare.

EMERGENCY SHELTER

Emergency NRI Shelter provided 200 individuals in 71 households—136 adults and 64 children—a place to stay. People served included 73 chronically homeless persons, 4 veterans, and 24 adults fleeing domestic violence.

HARM REDUCTION

Dignity Bus provided 2636 bed nights to 133 unduplicated people needing shelter. Safe Haven distributed 12,091 harm reduction materials, 2750 basic needs items, 2458 bus passes and 738 survival items.

STABLE HOUSING

The Home Stabilization Program rendered 464 services, such as rental assistance, case management and collaborations with landlords or housing authorities; and enrolled 113 households.

RI WORKS

RI Works enrolled 241 low-income clients facing barriers to employment. Over half received additional supports, such as counseling, basic needs, resources, and workshops.

YOUTH ENGAGEMENT

Over 450 youth utilized drop-in center services, and 160 clients connected to 120 different jobs. Roughly 300 youth received case management and/or crisis intervention services.

SAFE HAVEN

There were 150 new "members" who came to Safe Haven this year and 300 members connected to mental health/substance use treatment.

Project LEARN

A Dream Comes True

When Maya* first enrolled in [Project LEARN](#), she was unsure of her future and lacked confidence in her ability to earn her High School Equivalency. Traditional school settings had not worked for her, and she enrolled as a minor through an Alternative Learning Plan, hopeful for a different path that could lead to attending college.

With support from staff, Maya developed an individualized plan with clear goals and was connected to additional resources, including the [Harbour Youth Center](#). At the youth center, Maya was found eligible for [Workforce Innovation and Opportunity Act \(WIOA\)](#) services and began regular case management sessions focused on exploring her interests and long-term goals.

Building Skills & Gaining Independence

With encouragement and guidance, she made a pivotal decision to fully commit to her goal of earning her GED and gaining work experience.

Maya also enrolled in the [Pathways to Adulthood, Independence, and Dignity](#) professional development program offered at The Harbour, where she:

- Built a résumé and practiced interview skills
- Strengthened time-management and workplace readiness
- Created an Individualized Strategy Plan
- Secured part-time employment.

Her new job in retail further strengthened her confidence, but she still needed her GED to advance further.

Academic Persistence Through Personal Hurdles

Despite personal setbacks, Maya remained determined. She engaged with The Harbour [No Limits Program](#) to address risks to her motivation associated with substance use and making goals for harm-reduction. Maya persisted with her education and, taking advantage of teacher's office hours and extra assignments, she finally passed her GED exams and earned her High School Equivalency.

Maya went on to apply for enrollment in college, with hopes of pursuing a career in the medical field.

***The client's name was changed for this story.**



The Harbour connected 160 youth and young adults to 120 different jobs.

25 clients participated in WIOA.

43 youth completed the summer jobs program.

101 youth were served by the No Limits program.

P.A.I.D. participants received \$500 upon completion.



The Harbour Youth Center hosted the RI Black Owned Businesses Panel to learn about what is involved in owning a business.

The Restorative Value of Work

8 Proven Principles

65% of people with Serious Mental Illness want to be employed

Vocational Services offers Individual Placement & Supports (IPS), a means for attaining successful employment.

Employment is a key social determinant of health and well-being for working-age adults.

The IPS model is a powerful tool for promoting recovery, independence, and community integration, making it a vital component of CCA's efforts to empower our clients.

People employed through IPS report increased income and financial independence, enhanced quality of life, improved self-esteem and feelings of social inclusion, better control of symptoms and reduced substance use, as well as reduced hospitalization.

Referrals to Vocational Services increased by 59%

RI Works offers opportunities to people challenged by poverty and barriers to employment.

241 individuals enrolled in RI Works and over 50% received additional supports and resources

1. Everyone is eligible for competitive employment
2. No one is excluded based on readiness or other factors
3. Workers determine their preferences
4. Job search begins immediately
5. Employers needs are matched with client preferences
6. Employment services are integrated with mental health treatment
7. Benefits counseling makes easier transition to wage increase
8. No time limit on supports needed to keep working or advance

Long-term studies show that half of all clients enrolled in IPS become steady workers, maintaining employment for 10 years or longer.

Healthy Transitions

Young people, ages 16 -25 have access to clinicians, a wraparound case manager, nurse, psychiatrist, substance abuse specialist, and employment and training specialist who work as a team to assist participants with meeting personal goals for improving mental health and making successful transitions to adulthood.

Staff relate to clients, celebrate and provide topics, such as Black History, to engage and add interest to young people's lives





Public Health Champion

The Rhode Island Public Health Association honored Michelle Taylor, VP of Social Health Services, among other award recipients at its 28th Annual Meeting on November 20, 2024.

Michelle was nominated by a fellow employee who saw Michelle's dedication first-hand when helping to staff popup overnight shelter sites. These were created out of deep concern for anyone who had no place to go in extreme winter weather conditions. Driven by the sentiment of Mother Teresa, who is often quoted by this compassionate leader, "If we have no peace in this world, it is because we have forgotten that we belong to each other," Michelle was instrumental in giving rise to these vital sites in times of extreme weather that certainly saved people's lives.

Ms. Taylor has dedicated almost three decades to serving individuals whose lives have been negatively impacted by the social determinants of health. "An emphasis on implementing evidence-based practice is aimed at ensuring that our efforts are driven not only by good intentions, but that we are optimally effective in supporting others on their personal journey of leading a healthy and meaningful life," said Ms. Taylor. Building collaborations across the typical "divides" between different organizations and sometimes even across agency programs is of utmost importance."

Most recently, Ms. Taylor is devoted to understanding the systemic biases built into the very foundation of modern society to address and destroy the inequities that keep all people from achieving their full potential.

Michelle humbly states that all the honor should go to those working with boots on the ground, but her colleagues fiercely support her recognition with deep admiration and praise. Stated most eloquently,

“Michelle, you are such a beautiful soul.”
— Bette Gallogly, Shelter Coordinator

More about Bette >

Dr. Bette Gallogly

Honorary Doctorate of Humane Letters

Rhode Island College presented Bette Gallogly, Shelter Coordinator, with an Honorary Doctorate of Human Letters at the 2025 graduation ceremony.

“Bette’s commitment and compassion for individuals experiencing homelessness is without parallel. I am tremendously grateful to work alongside her and to learn from her guidance.”

—Michelle Taylor, VP Social Health Services

“Being here helps me focus on next steps—housing, employment and future goals. This place helps people.” —Shelter Client

Excellence
in Service
Awards



Jessica Jones Receives Rally Award

Jessica Jones, CPRS, CHCW, Supervisor at our Serenity Peer Recovery Drop-In Center, received the Change Maker Award at the Rally for Recovery. The award is given to recognize the impact and ripple effect one person can have on an entire community by believing they can make a change and putting in the work to make it happen. Congratulations, Jessica!

The 2025 Rally for Recovery was hosted by RICARES (RI Communities for Addiction Recovery Efforts) in Providence.

Thank you, Jessica Jones, for your commitment to the recovery community and changing people's lives, one at a time.

Advocacy in Action

Tanja Kubas-Meyers, Director for the Rhode Island Coalition for Children and Families, received the Advocacy in Action Award at the 2025 Annual Meeting. Tanja leads a coalition of nearly 40 organizations serving children and families and has been instrumental in creating a unified voice and agenda, advancing the development of meaningful advocacy that influences both policy and practice. RICCF has had a direct positive impact on the child welfare system and children's behavioral health services, and has joined with other coalitions to improve early childhood services, homeless services, shelter resources, affordable housing and the healthcare system.



I Am Because We Are

The Spirit of Ubuntu Lives Here



Ben Lessing, President/CEO, presented the Ubuntu Award to Alicia Curran, Director of Emergency Services, at the 2025 Annual Meeting. Ben views the Ubuntu philosophy as a guiding principle as he leads the agency's mission. For over 30 years, Alicia has been a dedicated employee. She brings exceptional clinical expertise and deep empathetic understanding to every client interaction, building strong and meaningful connections. With quiet dedication, Alicia fosters collaboration with grace a skill, creating compassion and trust among her team and with clients. She believes in people when they are at their most critically vulnerable moments that they will get through the moment with grace.



On behalf of Community Care Alliance, members of the Executive Team accept a Certificate of Special Recognition for recertification as a Recovery Friendly Workplace from the Office of Governor McKee. The citation was presented by Christiana Otele (far left), Recovery Friendly Workplace Advisor with the Dept. of Behavioral Health, Developmental Disabilities and Hospitals.



Executive Leadership*

Benedict F. Lessing, JR., MSW
PRESIDENT/CEO

Kwame Owusu
CHIEF FINANCIAL OFFICER

Kazi Salahuddin, MD
MEDICAL DIRECTOR

Benjamin Lederer, MD
ASSOCIATE MEDICAL DIRECTOR

Karen Rathbun, MA, NREMT, QMHP
CHIEF OPERATING OFFICER

Mary Dwyer, MS, M.ED., PCNS
SR. VP OF COMMUNITY SUPPORT & RECOVERY

Bridget Bennett, LICSW
VP OF FAMILY WELL-BEING AND PERMANENCY

Michelle Taylor, MS, CAGS, LMHC
VP OF SOCIAL HEALTH SERVICES

Katherine Anderson, LICSW, QMHP
VP OF ACUTE SERVICES

Maryrose Mensah, MPA
DEPUTY CHIEF OPERATING OFFICER

Jessica Elliot, LMHC
DIRECTOR — SUBSTANCE USE SERVICES

Lori Ziegler Halt
DIRECTOR OF HUMAN RESOURCES

Colleen Joubert
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Lynda A. Stein Ph.D.

Rev. Jeffrey Thomas, CHAIR

Rev. Peter Tierney

Maria Useinoski

Carol Wilson-Allen

*at time of printing (June 2026)

“Thank you for looking past statistics and recognizing that we are people too, that just fell on hard times.” —Shelter Client

“People look at you differently when you are down on your luck and have to sleep on the street.” —Shelter Client

Statement of Financial Position

Total Expenses \$ 45,931,690 by Services

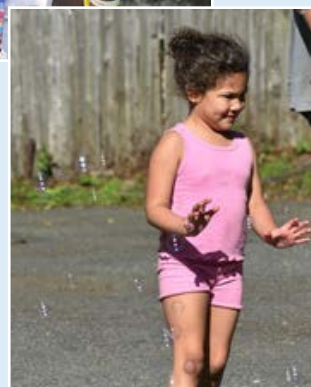
Current Assets	13,233,305
Cash	1,460,416
Property and Equipment (net)	6,916,063
Total Assets	21,599,784
Current Liabilities	7,224,473
Long Term Debt	4,567,215
Total Liabilities	11,791,688
Unrestricted Net Assets	7,131,740
Invested in Facilities/Fixed Assets	2,210,486
Temporarily Restricted	465,870
Total Net Assets	9,808,096
Total Net Assets and Liabilities	21,599,784

Community Care Alliance helps families in many ways.

We advocate for systems changes to address the root causes of poverty and discrimination.

Our child and family programs focus on keeping families safely intact and addressing trauma and mental health concerns as early as possible. The organization works to remediate developmental challenges, support parents in recovery, build problem-solving and relational skills, and improve financial literacy while ensuring access to basic needs like food, housing, and utilities.

To create this safety net, Community Care Alliance provides a range of services, including early intervention, family home visiting, shelter support, mental health and addiction services, a family support center, financial literacy training, tax assistance, housing services, education and employment support, family visitation, and on-demand crisis services. Together, these efforts aim to stabilize families, strengthen resilience, and create healthier futures for Woonsocket's children, their families and the community.



The Family Care Community Partnership (FCCP) program host events like Fun in the Sun to bring families together for activities and to find community with other families.

Charitable Giving Starts with You!*

Richard and Joan Abrams
Mr. Ryan Agate in Honor of Otto Murphy
Julie Alfano
Cecilia Alston
Thomas Anderhalt
Katherine Anderson in Memory of Rose Dwyer
Tauqeer Anjouu
Anonymous
Keyla Antaya
Nicole Aucoin
Daniel Barbosa
Dianne Bardsley
Claudia Benitez
Bridget Bennett in Honor of Katherine
Anderson & in Memory of Rose Dwyer
Patrick Benoit
Nancy Benoit
Raymond Benoit
Kathy Borchers
Michelle Brophy
Michael Bruley
Lauren Burke in Honor of Katherine Anderson
Connor Caprio
Liz Catucci
Molly Champagne Burke
Richard Charest
Donna Chiacchia in Honor of Nancy Paradee
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Alfred Dion
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Joyce Dolbec
Michael Donohue in honor of Katherine Anderson
Anonymous
Robert Doyle
Linnea Drew
Dr. John Duarte & Col. Rosalie Duarte in
Honor of Bamby Mohamed
Denise Dussault Leduc
Mary Dwyer in Honor of Katherine Anderson
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David Fontaine
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Hilary Lewis
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Estephany Matrilie
Douglas McCormack
Thomas & Michelle McGreevy
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Dennis Nicolls
Claire Noel
Charles Noel

Christina Noel in Memory of Gerard A. Noel, Jr.
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Nguyen Stump
John Tassoni, Jr.
Michelle Taylor in Honor of Katherine Anderson
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Memory of Charles Clifford
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John Urban in Honor of Katherine Anderson
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Harry Waterman in Honor of Katherine Anderson
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Carol Wilson-Allen
Morgan Wynkoop
Michael Wynne
Lori Ziegler Halt in Memory of Rose Dwyer
Marie Ziesemer

Business/Organization Giving Partners

Alice Gertrude Lothrop Lincoln Fund
Amica Companies Foundation in
Memory of Bruce Sheldon
BankNewport
Beacon Bank & Trust
BJ's Wholesale Club
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Dean Bank
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Marco
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Provider Group
Rhode Island College Child Welfare Institute
Rhode Island Foundation
RI Community Food Bank
Roger's Tires
Roland Paris Fund

St. James Episcopal Church-J.B. Williams Fund
Stop and Shop-Corporate
The Leadership Council
The Globe Congregational Church, Inc.
in Honor of Darlene Magaw
The Reed Committee
Thrive Behavioral Health, Inc.
Tides Family Services
United Way of Rhode Island
W.T. Rich Company, Inc.
Wm. J. Lamar & Sons, Inc.
Woonsocket Lodge No. 850 Order of Elks
Woonsocket Teachers' Guild

***Donors in Fiscal Year 2025
July 1, 2024 - June 30, 2025**

Thank You Premier Sponsors



Local Philanthropy Matters

In Fiscal Year 25, 172 donors generously supported our Client Emergency Fund raising \$94,053. With these funds, we helped 113 individuals experiencing hardship due to a financial obligation they could not fulfill. The average payout of \$690 helped with living expenses, including security deposits, sober housing, back rent and first month deposits, utility assistance, legal fees, car repair, and birth certificates.

Since implementation in 2021, Community Care Alliance has distributed \$340,840 to resolve 475 crisis situations that local individuals were facing that could not be resolved through other resources.

Thank you to all who have helped make this fund possible.



Holiday Giving Partners



Beacon Bank



Cercle Laurier



Smithfield Police Department



Amica



St. James Episcopal Church



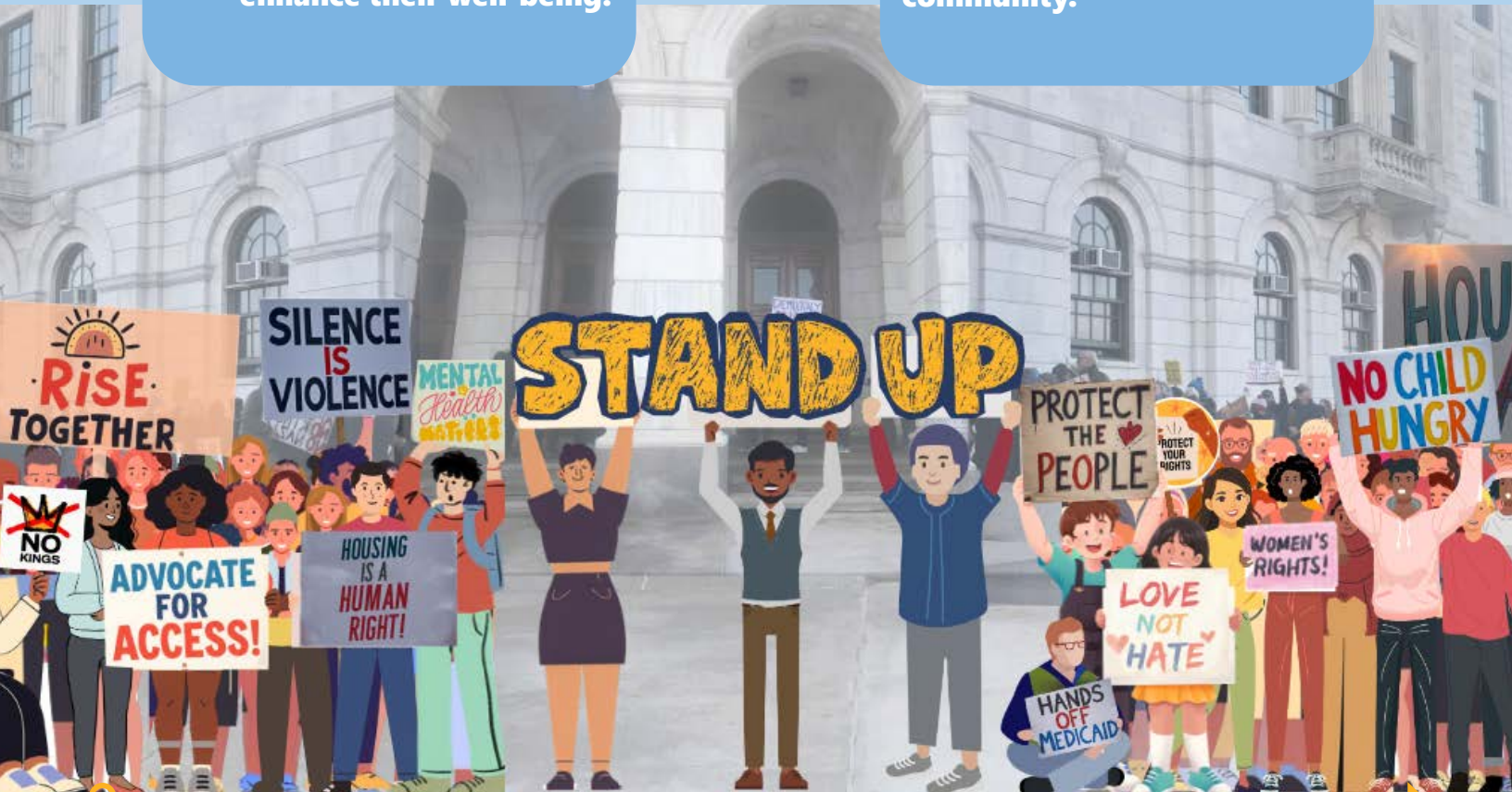
Join other individuals, families, businesses and foundations in supporting our mission.*

Mission

We support individuals and families of all cultural backgrounds 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 diverse, inclusive community.



Community Care Alliance is accredited by Social Current, is a federally Certified Behavioral Health Clinic and is proudly affiliated with the following organizations.

