



# westbay community action

*Helping people. Changing lives.*

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**2021-2022 Annual Report**

# Board of Directors

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<b>Daniel O'Rourke</b>	2nd Vice Chair
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<b>Adam Satchell</b>	
<b>Erin McAndrew</b>	



# President's Message

Westbay has been proactive this past year, from the COVID-19 pandemic causing adjustments to how we provide services to updating our workforce policies to align with other businesses and providing some programs within the agency to work a hybrid schedule. We provide the people we serve different opportunities to reach out to us and obtain the much-needed services they are seeking from us, from increasing our food delivery to the continuation of online applications and telework.

Westbay provided services to more than 20,000 people living in Kent County, providing them with a “Hand Up” to overcome their financial crisis. Westbay was the first agency in the State of RI to assist residents with water bills that saw a 300% increase in usage and caused many to fall behind. This program then became a statewide program funded through the State of RI's heating program. This year also saw the state asking Westbay to assist them with a statewide Quarantine and Isolation program for homeless individuals and families that were COVID-positive. This program was a success, and Westbay continues to administer this program, which is transitioning to a Medical Respite Program and maintaining the QI program. Westbay's food program is as extensive as ever as the continued need for food security was heightened with the lack of supplies and the most significant increase in food cost seen in a long time. People come to us because they know we can assist them.

Westbay is an organization that local and state leaders can count on to get the job done. We will continue to meet the needs of our community as they arise and look for new programming to meet better the needs of the people we serve. None of us know what next week, next month, or next year will bring, but I can say that whatever it is, Westbay will be THE agency to assist that needing assistance.

I continue to be humbled by the staff that works for Westbay, as they are the true champions and I cannot thank the Board of Directors enough for believing in me and continuing to be a positive voice for Westbay. Westbay will continue to be the go-to social service agency in Kent County and provide much-needed services to those in need in a nonjudgmental and caring delivery.

Thank you to all our donors, partners, and staff, as without you, none of our great work would be possible.

**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-Faria** 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 Paolantonio** Childcare Administrator  
kpaolantonio@westbaycap.org

**Deborah Rapa** Early Childhood Education Coordinator  
drapa@westbaycap.org

Helping people. Changing lives.

# History of Service



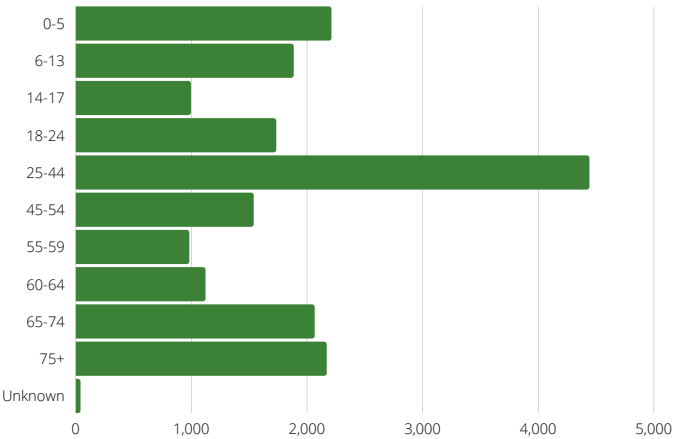
The 1960s were a turbulent time of change, and in 1964, President Lyndon B. Johnson decided it was time to change how America fought poverty. President Johnson went to “war” with American poverty, determined to mold his country into the great society of his dreams.

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.

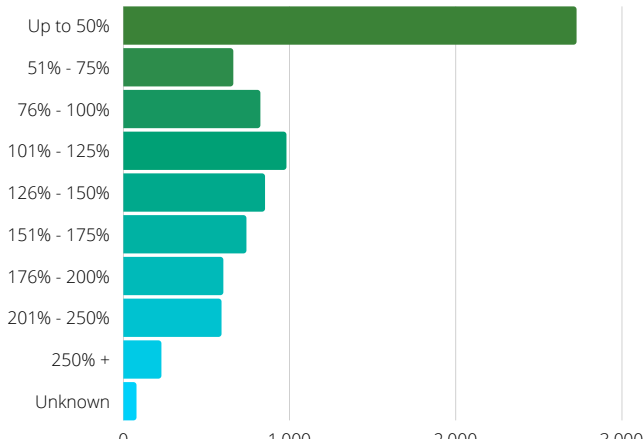
Over fifty years of service, Westbay’s commitment to helping the local community has only strengthened. Westbay remains eager to adapt to meet the changing needs of the community.

# The People We Help

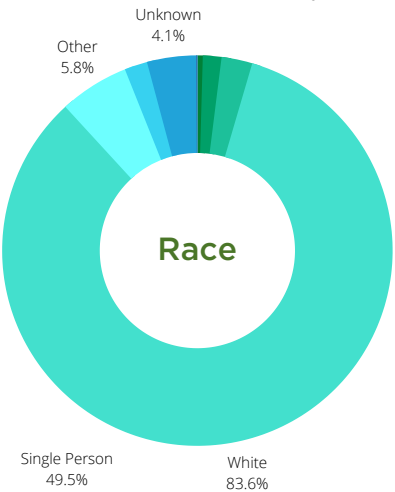
Age



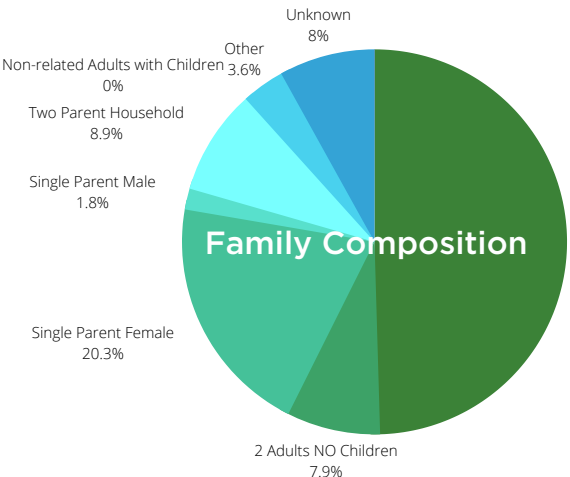
Level of Household Income



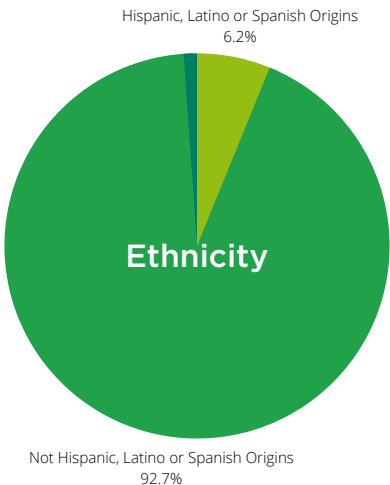
Race



Family Composition



Ethnicity



TOTAL HOUSEHOLDS SERVED: 8,273 - TOTAL PERSONS SERVED: 19,155

# Financials

## Support & Revenue

Grants and Contracts - Federal	\$11,821,996
Grants and Contracts - Non-Federal	\$1,573,258
Program and other income	\$1,622,346
In-Kind food donations	\$1,508,765
<b>Total:</b>	<b>\$16,526,366</b>

## Expenses

Salaries and benefits	\$4,414,984
Professional Fees and Consulting	\$181,456
Program Supplies/Direct Assistance	\$8,367,827
Occupancy Costs	\$1,786,972
Other operating costs	\$225,024
Conferences and Trainings	\$65,638
In-Kind food expenses	\$1,508,765
<b>Total:</b>	<b>\$16,550,666</b>

Change in net assets from operating activities (\$24,300)

## 2021-2022 Funding Sources

Federal - CSBG	\$494,909
Federal - Non-CSBG	\$11,327,087
State	\$347,598
Local	\$17,801
Private	\$1,207,860
Program and other income	\$1,622,346
In-Kind food donations	\$1,508,765
<b>Total:</b>	<b>\$16,526,366</b>



For every \$1 of federal CSBG funds, Westbay leveraged an additional \$33.39 to help improve people's lives.

# Westbay Community Action

## Education & Income Management

- 85 children enrolled in early childhood services.
- 91 people advanced their education or increased their vocational skills.
- 451 people received financial counseling
- 474 people had their income taxes completed

## Energy Assistance & Weatherization

- 3,754 households avoided crisis with energy assistance
- 563 households participated in the Appliance Management Program
- 229 households participated in the Weatherization Program.
- 85 households were assisted with replacement of their heating system

## Case Management

- 1,463 people received Case Management assistance
- Information and Referral services provided to over 3,000 people through our Intake Department
- Over 10,000 calls were received for Information and Referral



# Helping people. Changing lives.

## Nutrition & Food Assistance

- 3,500 people received emergency or supplemental food
- 2,035 people received nutrition counseling, breastfeeding support, healthy food, and formula and/or diapers through Women, Infants & Children (WIC) services.
- 181 households had emergency food delivered and over 1,200 deliveries were made through our Can o' Peas program

## Older Adults

- 673 people maintained independent living through support services, including home health and homemaker services
- 1,310 older adults participated in home delivered or congregate meal programs
- 197 people volunteered through the Retired Senior Volunteer Program (RSVP)

## Social Services

- 1,417 people engaged in supportive services to build self-sufficiency and receive basic needs assistance
- 587 households participated in our holiday program
- 302 households received rent relief
- 178 households received water bill relief

## **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.

## **Housing Stabilization Services**

Westbay provides assistance with rental payments, security deposits, mediation services for evictions, tenant/landlord negotiations, 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 can choose their own items based on 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 those with disabilities. This is enhanced by the opportunity to enjoy a socializing atmosphere. Westbay provides eight meal site Cafés in the following cities and towns: Warwick, West Warwick, East Greenwich, North Kingstown, South Kingstown, Charlestown, Westerly, and Jamestown.

## **WIC (Women, 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, education, and healthcare referrals.

## **MAPS (Meal Assistance Program for Students)**

Working in conjunction with the Warwick School Department, Westbay offsets the cost of school meals for Warwick families who do not qualify for the National School Lunch Program but meet income guidelines set forth by Westbay.

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

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

### **Low-Income Household Water Assistance Program (LIHWAP)**

LIHWAP helps eligible low-income households afford and maintain access to drinking water and wastewater services through federal grants. One-time payments are made directly to the household's utility company.

### **Energy Efficiency Programs**

- Weatherization helps households reduce heating bills by providing whole-house energy efficiency services. The staff checks for insulation voids, air leaks, and safety hazards. Cost-effective improvements, such as installing smoke and carbon monoxide detectors, reducing drafts, and providing proper ventilation are then performed if needed.
- Appliance Management Program (AMP) is a service that attempts to reduce your electric consumption, and may replace for free your refrigerator, freezer, washing machines, dehumidifiers, and window A/C unit with a new "Energy Star" certified appliance, provided your appliance qualifies based on energy consumption.
- The Heating System Replacement Program replaces old, broken, or inefficient home heating systems with high-efficiency boilers or furnaces for homeowners.

### **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: College readiness, including ACCUPLACER, reading, writing, math, computer literacy, and other job readiness and preparedness skills. Project Opportunity Provider - referred by DHS. SNAP Education & Training provider - Work Readiness and Job Search Training Components.

### **RI Works**

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

### **Holiday Programs**

Westbay offers two holiday programs, Adopt-a-Family and Holiday Baskets. Families are referred or recommended by case managers throughout the agency.

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

#### **Senior Services:**

Assist seniors 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 5 years old who are not in Kindergarten 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 allows 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 Farm

1351 Centerville Road  
Warwick, RI 02886  
401.732.4660

### Westbay Children's Center

22 Astral Street  
Warwick, RI 02888  
401.463.6620

### WW LIHEAP Office

1745 Main Street  
West Warwick, RI 02893  
401.732.4660

### Administration Office

224 Buttonwoods Ave.  
Warwick, RI 02886  
401.732.4660

### WW WIC

145 Washington Street  
West Warwick, RI 02893  
401.826.3230

**PEOPLE  
ARE  
TALKING**



“Your employees want clients happy and they make people feel like human beings.”

“Amazing humans helping and guiding little humans with compassion and enthusiasm. My son was there [Westbay Children's Center] for 3.5 years and they worked with him as well as us to help him grow.”

“I can't even put into words how grateful I am for the programs that are available to me through Westbay... I would not have a warm home to bring my kids into without them... all you do... is hope in rough times.”

“

...thank you for all you do. I recently found myself not working and my income was cut drastically. I discovered your Marketplace regional food pantry and it has helped me tremendously. All paid staff and volunteers have been so caring and helpful. Thank you.

“

Westbay employees are a fantastic asset in the community.

”

”

“

I just received my notification from your office announcing my approval for monies for my fuel oil during the winter months! I'm on bended knee thanking you! I'm 71 years old, handicapped due to a stroke 20 years ago. I have no vehicle and cannot drive due to my life side is not healthy.

I survive on Social Security and the fuel oil is overwhelming me! I am alone and my wife died 6 years ago. You have truly been my savior!

Thank you!

”

“

Helping people out. What's better than that?

”

“

Westbay has never been better than it is right now. The people are great and the work you do is amazing!

”

“

I love the fact that my child loves going to school [at Westbay Children's Center.] It's her favorite thing to do. And not just to be with her friends, but her teachers too. The relationship the teachers build with my child and all the children there is special and beautiful.

”







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



**westbay community action**

*Helping people. Changing lives.*