



westbay community action

Helping people. Changing lives.

2022-2023 Annual Report



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President's Message

This past January marked the 57th anniversary of Westbay Community Action. We continue to provide much-needed financial support to individuals and families living in Kent County, RI, and beyond. Our employees go above and beyond daily to offer a hand-up to those seeking assistance. I am so happy to have them be a part of the Westbay family and provide individuals and families with emergency food, utility assistance, rental assistance, childcare, adult education, nutrition, and case management. Our agency's operations rely heavily on our dedicated staff of over 90 individuals.

As an agency, we rely so much on our community, and like every year, they step right up to the plate eager to offer support. Local businesses and volunteers never cease to amaze us with their generous financial contributions, food drives, participating in our Holiday programs, and sharing their time with us at our food pantry or the farm. Thanks to their continued support, we are better able to meet the needs of the people seeking our help.

This year saw many firsts for Westbay. We opened the first-ever statewide Medical Respite Facility in Providence, RI, and a Westbay Mobile Wound Care Unit is starting. Both programs provide a critical need to the unhoused population by keeping them safe and housed during an acute medical emergency. Westbay also reached agency high levels in employees and budget, and we continue to be the premier social service agency in Kent County.

Westbay will continue to be the safety net for all those in Kent County who are in a financial crisis. I assure you that Westbay's team will continue to respond to all requests and provide assistance to households in need. Westbay will always pivot our programming to meet the needs of the changing environment.



As I state every year, I am unsure of what the future holds, but I do know that whatever comes our way, Westbay will be there for our community to meet any obstacle or challenge.

Thank you again to all the staff of Westbay, Westbay's Board of Directors, and each funder and partner that works with us in "Helping People. Changing Lives."

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
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Sarah Lopatka-Faria

Chief Program Officer
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Jenna Tietze

Director of Administration
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Kelly McHugh

Director of Senior and Family Services
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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

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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, which 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.

Values

C

Community

We share a sense of identity and purpose working toward a common goal.

A

Adaptability

We pivot to meet the ever-changing needs of the communities we serve.

R

Respect

We accept everyone as they are for who they are.

E

Empathy

We strive to be sensitive to how others see the world.

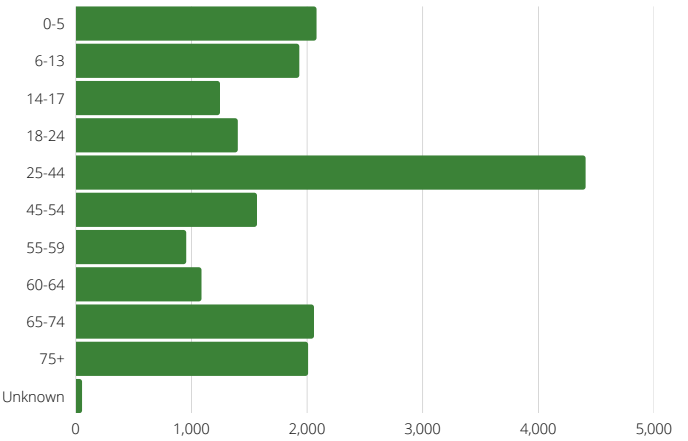
S

Support

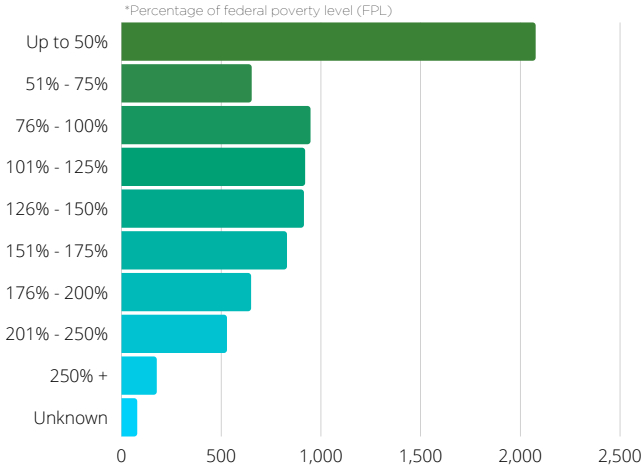
We serve as a foundation to inspire and encourage.

The People We Help

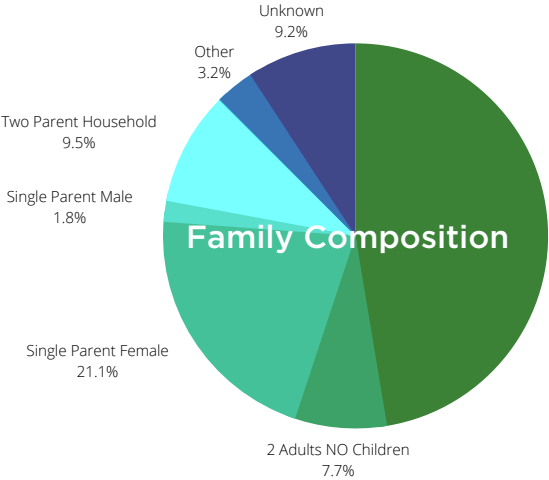
Age



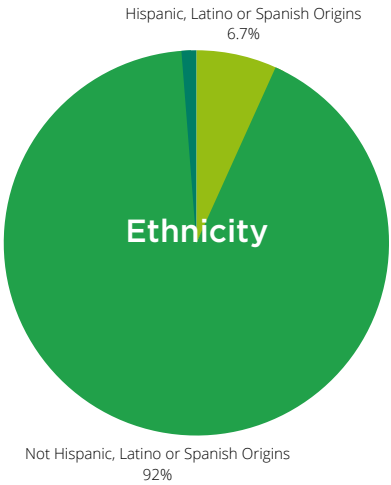
Level of Household Income



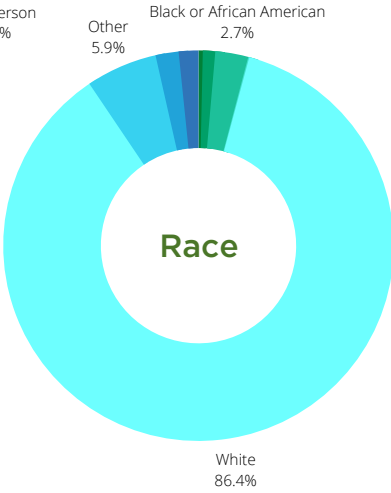
Family Composition



Ethnicity



Race



TOTAL HOUSEHOLDS SERVED: 7,743 - TOTAL PERSONS SERVED: 18,773

Financials

Support & Revenue

Grants and Contracts - Federal	\$13,721,672
Grants and Contracts - Non-Federal	\$2,501,008
Program and other income	\$1,851,519
In-Kind food donations	\$2,300,620
Total:	\$20,374,819

Expenses

Salaries and benefits	\$4,820,306
Professional Fees and Consulting	\$1,445,620
Program Supplies/Direct Assistance	\$9,390,056
Occupancy Costs	\$1,376,816
Other operating costs	\$771,026
Conferences and Trainings	\$91,768
In-Kind food expenses	\$2,312,841

Total: **\$20,208,433**

Change in net assets from operating activities \$166,386

2022-2023 Funding Sources

Federal - CSBG	\$649,995
Federal - Non-CSBG	\$13,071,687
State	\$453,666
Local	\$4,207
Private	\$2,043,135
Program and other income	\$1,851,519
In-Kind food donations	\$2,300,620
Total:	\$20,374,819



For every \$1 of federal CSBG funds, Westbay leveraged an additional \$30.35 to help improve people's lives.

Westbay Community Action

Education & Income Management

- 69 children enrolled in early childhood services.
- 110 adults advanced their education or increased their vocational skills.
- 628 people received financial counseling
- 408 people had their income taxes completed

Energy Assistance & Weatherization

- 4,271 households avoided crisis with energy assistance
- 300 households participated in the Appliance Management Program
- 388 households received energy saving weatherization measures through our Weatherization Program
- 96 households were assisted with replacement of their heating system

Case Management

- 2,004 people received Case Management assistance
- Information and Referral services provided to over 4,000 people after visiting with our Intake Department
- Over 15,800 callers were assisted with Information and Referrals

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Nutrition & Food Assistance

- 4,615 people received emergency or supplemental food
- 1,889 people received nutrition counseling, breastfeeding support, healthy food, and formula and/or diapers through Women, Infants & Children (WIC) services.
- 152 households had emergency food delivered and over 1,100 deliveries were made through our Can o' Peas program

Older Adults

- 582 people maintained independent living through support services, including home health and homemaker services
- 1,227 older adults participated in home delivered or congregate meal programs
- 192 people volunteered through the Retired Senior Volunteer Program (RSVP)

Social Services

- 1,762 people engaged in supportive services to build self-sufficiency and receive basic needs assistance
- 570 households participated in our holiday program
- 460 households received rent relief
- 973 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 assists 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 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 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)

Serves 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)

Through federal grants, LIHWAP helps eligible low-income households afford and maintain access to drinking water and wastewater services. 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 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 various 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 and community service opportunities are also available for individuals under 55.



Medical Respite

Addresses the needs of Rhode Islanders experiencing housing insecurity or homelessness and having acute injuries and illnesses. The program is managed by Westbay and in partnership with the State and multiple community partners.

Free Tax Assistance / VITA Program

Westbay provides free tax assistance for income-eligible individuals. The tax season runs from late January to mid-April. Appointments are required.

LEAD

The Lead Center provides community outreach and education about lead-related issues to families with children under six. 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 support 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 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 child- and teacher-directed hands-on activities, supporting 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. Ongoing partnerships with EOHHS Kids Connect, Warwick Public Schools, DOH-CACFP, DHS, and RIDE allow 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 Children's Center

22 Astral Street
Warwick, RI 02888
401.463.6620

Administration Office

224 Buttonwoods Ave.
Warwick, RI 02886
401.732.4660

Westbay Farm

1351 Centerville Road
Warwick, RI 02886
401.732.4660

West Warwick LIHEAP Office

1745 Main Street
West Warwick, RI 02893
401.732.4660

West Warwick WIC

145 Washington Street
West Warwick, RI 02893
401.826.3230

Email us at info@westbaycap.org • Visit us at westbaycap.org • Engage with us on



PEOPLE ARE TALKING



“ I’m really happy about the great service and information your staff conveys. They are helpful and courteous, always a great experience for trying times for me. Grateful for this place! ”

“ The offices are clean, organized, and lovely. Everyone from the receptionists to the staff in the back were friendly, kind, and courteous... An absolutely wonderful organization. ”

“ I love Westbay Community Action!! Everyone there is so helpful and really nice. They make sure you feel comfortable and are so flexible with my schedule for work. ”

“

The kindness and compassion shown by everyone I encountered is truly wonderful. It is difficult to ask for help, but Westbay made it easy. Thank you!

”

“

Top ten on all aspects of programs. You have my respect and gratitude!!

”

“

I cannot say enough how wonderful the staff have been. Kind, considerate, professional, patient and very encouraging... truly a blessing and these people have made a real difference in my life.

”

“

I know that no matter who answers the phone they will be able to help me.

”

“

I am so grateful for your clear example of humanity to those in need.

”

“

This organization is very helpful for people in the area who need assistance with heating, electricity, and food. Also, there is help for the elderly. They help with LIHEAP, SNAP, and various programs in Rhode Island. The people in this office are very helpful and pleasant to deal with.

”





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



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