



westbay community action

Helping people. Changing lives.

2023 - 2024 Annual Report

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President's Message

Westbay, now in its 58th year, continues to provide vital financial support to individuals and families in Kent County, RI, and beyond. We aim to provide a hand-up to those in need, offering emergency food, utility and rental assistance, childcare, adult education, nutrition, case management, and medical respite care for the unsheltered. In 2024 alone, these services made a significant impact, helping over 20,000 individuals and families overcome financial crises.

2024 saw many firsts as an agency, with us now employing over 100 staff who provide integral work to support every individual seeking assistance. I am proud to say that each staff member of our Westbay family strives daily to meet the needs of those seeking our services and goes above and beyond every time. Westbay has exceeded our highest annual budget, surpassing the \$21 million mark. During this fiscal year, Westbay partnered with Rhode Island Energy to manage the statewide appliance program for replacing refrigerators, stoves, and dryers, added a Rhode Island Centralized team for statewide online heating applications, and became the state's first certified Conflict-Free Case Management agency. Lastly, the Rhode Island Department of Education recognized one of our Adult Education instructors as the Adult Educator of the Year 2024.

Westbay will continue to be the safety net for all Kent County residents in financial crisis. Our team will continue to respond to all requests and provide the assistance needed to get the household back on its feet. We will also continue to pivot our programming to meet the needs of the changing environment.

As I state every year, we never know 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.

Once again, I extend my heartfelt thanks to the entire Westbay team, including our dedicated staff and Board of Directors, as well as our invaluable funders and partners. Your unwavering support and commitment to 'Helping People, Changing Lives' is genuinely appreciated.



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

Paul Salera	President/CEO psalera@westbaycap.org
Heather Braga	Chief Financial Officer hbraga@westbaycap.org
Sarah Lopatka-Faria	Chief Program 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 Senior and Family Services kmchugh@westbaycap.org
Melanie LaMountain	Director of Education & Workforce Development mlamountain@westbaycap.org
Jessica Alexander	Director of Childcare jalexander@westbaycap.org
Katherine Shappy	Director of Medical Respite kshappy@westbaycap.org

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History of Service

Values



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.

With nearly 60 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.

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.

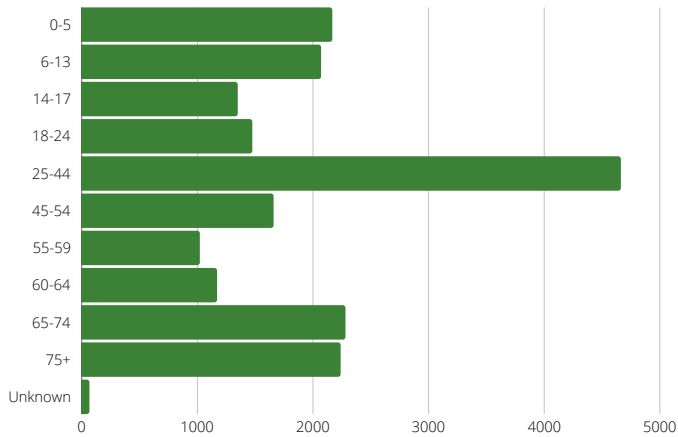
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Support

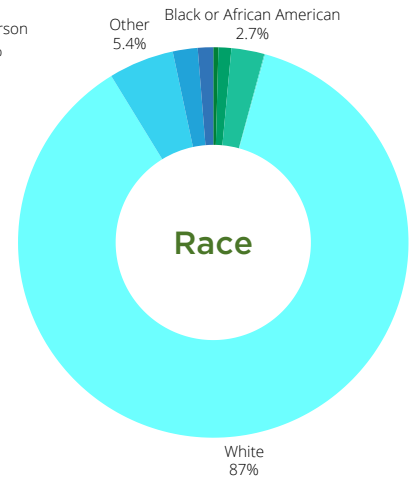
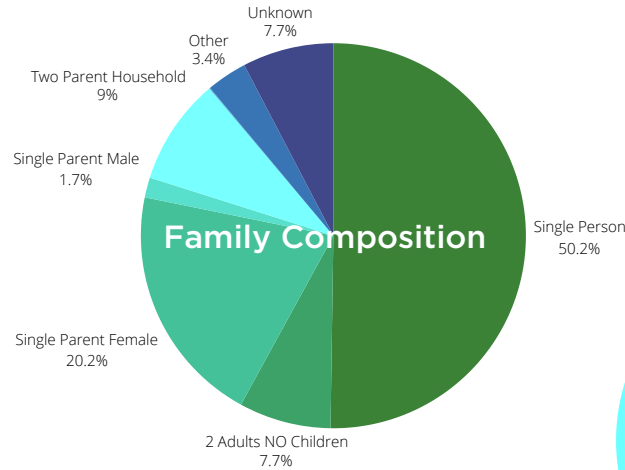
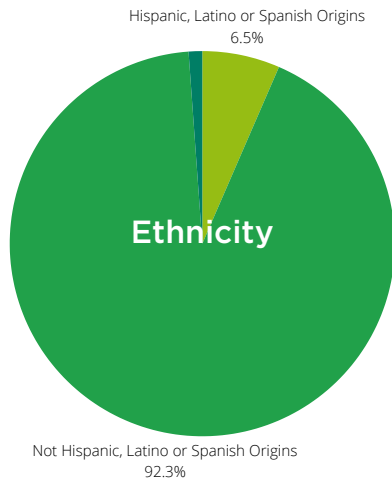
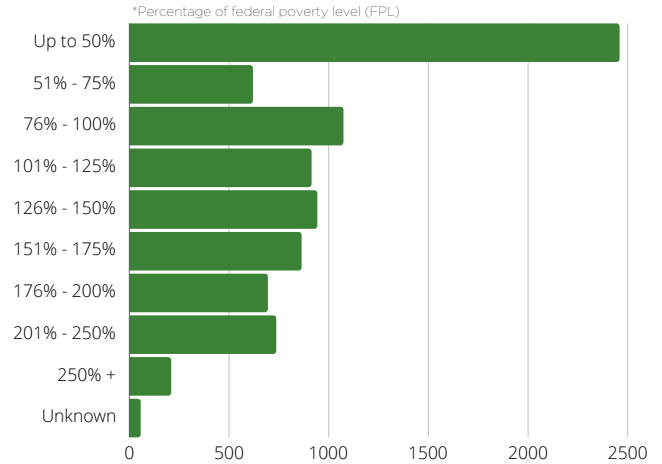
We serve as a foundation to inspire and encourage.

The People We Help

Age



Level of Household Income



TOTAL HOUSEHOLDS SERVED: 8,573 - TOTAL PERSONS SERVED: 20,160

Financials

Support & Revenue

Grants and Contracts - Federal	\$12,910,767
Grants and Contracts - Non-Federal	\$2,838,954
Program and other income	\$2,337,736
In-Kind food donations	\$1,971,229
Total:	\$20,058,686

Expenses

Salaries and benefits	\$5,761,072
Professional Fees and Consulting	\$2,300,369
Program Supplies/Direct Assistance	\$7,502,474
Occupancy Costs	\$1,421,818
Other operating costs	\$937,770
Conferences and Trainings	\$115,874
In-Kind food expenses	\$2,019,309
Total:	\$20,058,686

2023-2024 Funding Sources

Federal - CSBG	\$636,174
Federal - Non-CSBG	\$12,274,593
State	\$1,254,513
Local	\$12,115
Private	\$1,572,326
Program and other income	\$2,337,736
In-Kind food donations	\$1,971,229
Total:	\$20,058,686



For every \$1 of federal CSBG funds, Westbay leveraged an additional \$30.53 to help improve people's lives.

Westbay Community Action

Education & Income Management

- 63 children enrolled in early childhood services.
- 127 adults advanced their education or increased their vocational skills.
- 624 people received financial counseling
- 632 people had their income taxes completed
- 29% of clients served at Westbay are age 65 and older

Energy Assistance & Weatherization

- 4,440 households avoided crisis with energy assistance
- 472 households participated in the Appliance Management Program
- 372 households received energy saving weatherization measures through our Weatherization Program
- 88 households were assisted with replacement of their heating system

Case Management

- 2,286 people received Case Management assistance
- Information and Referral services provided to over 16,713 people after visiting with our Intake Department
- 176 unhoused individuals were assisted through our Medical Respite program at Hallworth House.

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Nutrition & Food Assistance

- 4,674 people received emergency or supplemental food
- 1,635 people received nutrition counseling, breastfeeding support, healthy food, and formula and/or diapers through Women, Infants & Children (WIC) services.
- 485 Holiday Baskets were distributed for Thanksgiving and Christmas 2023.

Older Adults

- 891 people maintained independent living through support services, including home health and homemaker services
- 1,473 older adults participated in home delivered or congregate meal programs
- 247 people volunteered through the Retired Senior Volunteer Program (RSVP)
- 61,283 volunteer hours were donated to Westbay by dedicated members of the community

Social Services

- 2,276 people engaged in supportive services to build self-sufficiency and receive basic needs assistance
- 610 households participated in our holiday program
- 109 households received rent relief
- 110 unhoused individuals were serviced with wound care in our first year with the Mobile Wound Care Unit.

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.

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.

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.

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.

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.

Mobile Wound Care Unit

Provides direct wound care services to the community's unhoused population and provides referrals to the medical respite program for people who qualify.

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.

Conflict Free Case Management:

Aims to provide effective, responsive, and reliable Conflict Free Case Management to all Medicaid Home and Community Based Services (HCBS) participants with intellectual and developmental disabilities (I/DD) and Elders and Adults with Disabilities (EAD) who receive Medicaid Long-Term Services and Supports (LTSS).

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

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, 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

PEOPLE ARE TALKING



“ I had to go recently to renew my heating assistance which was very easy this year. And they are very nice people and very helpful. ”

“ I want to thank you for your hard work. Each of you makes an impact on the services you provide the people. My latest find is the food pantry. Just that alone saves me so much. Every week, I look forward to my visit. I have been able to try new produce that I normally would not have purchased. Thank you for all of the benefits you give to us. I really appreciate that. ”

“ Thank you so much for the help that you give people. It's so refreshing the kindness that you show there. ”

“ I want to take a moment to express my heartfelt gratitude for the exceptional service you provided... my experience with Westbay has been nothing short of fantastic! I am deeply grateful for the positive impact you made on my home and my well-being. Thank you again for your unwavering commitment to excellence. It is truly appreciated! ”

“ Thank you Westbay Community Action for helping so many people in our communities. ”

“ Westbay is a wonderful social service agency, but what really makes it super special is having people like you helping, supporting, listening, and helping families like mine. If it wasn't for the food that I get at the marketplace, for the help that I get from the LIHEAP Program, for the Thanksgiving basket and for the Adopt-a-Family Program, this year would've have been much, much, much more harder; we are struggling financially and all of this help has let us survive another year... ”



“ I can't recommend Westbay enough. The last daycare was run like a factory so we were anxious to find somewhere new. Westbay's staff make you feel welcomed as soon as you enter the door. They plan such creative activities for the children. We are happy to be part of the Westbay family and look forward to the years to come. ”

“ To all who work, plan, create, and assist at Westbay... Thank you. Thank you for all of the wonderful programs. Each and every one of these assists has helped me so much. I don't know how to say this, but what comes to mind is I can breathe. Your assistance has helped me flow freer. I can do more without much concern. For me, this is a Godsend. I have strong faith, but we, as individuals, must do our part. Be strong, stand firm, and march forward. Thank you for making my life that much brighter. ”



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



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