



Community
Action Partnership
of Providence County

IMPACT BRIEF

December 2021



MESSAGE FROM RILWAN FEYISITAN, JR., PRESIDENT AND CEO

Happy Holidays and Season's Greetings from all of us here at Community Action Partnership of Providence County (CAPP)! From the onset of this pandemic, CAPP staff were deemed essential personnel and have tirelessly served our residents on site and in person, even going to them when quarantined or in isolation with COVID-19 to provide services. It was an honor to be recognized by RI Governor Dan McKee this month as a leading social service organization in the state during his announcement on federal funding to support Rhode Island's recovery. As we close out this year, we issue this impact brief to highlight just some of our mission aligned efforts. However, as we move into a new year, I would be remiss if I did not reflect on RI's 3,000th death due to COVID-19; and escalating cases and hospitalizations. 2021 was a year like no other. CAPP will meet whatever challenges 2022 brings by *Leading with Dignity, Serving with Purpose*.



MAKING HOMES SAFER AND WARMER

CAPP's Low Income Home Energy Assistance Program (LIHEAP) helps eligible Providence residents with the rising cost of home heating. During the FFY 2021 heating season, CAPP assisted 6752 households with primary grants totaling \$2,920,365 and 509 households with crisis grants totaling \$166,253 as well as 3218 households with summer supplemental/cooling grants totaling \$1,287,200. In partnership with the United Way, we served an additional 453 Providence households who did not qualify for LIHEAP through \$150,000 provided by the Good Neighbor Energy Fund. Through CAPP's wrap around services, we assisted 249 households with weatherization, 91 households install new boilers, and 164 households with appliance management. Residents also receive a free energy audit, education around better practices, and LED bulbs to increase savings. For those who qualify, CAPP offers replacement of inefficient appliances at no cost. As the pandemic and resulting economic crisis continues, we expect a significant uptick in these numbers for FFY 2022.



RELIEVING FOOD INSECURITY

CAPP's Food Pantry is one of the largest in the state serving hundreds of residents weekly from the 02905 and 02907 area codes of Providence. Throughout the highs and lows of the pandemic, we pivoted services from pick up to home delivery, client choice to prepackaged, indoor to outdoor services, and made other adjustments as needed to keep our community safe but not limit or restrict services. We regularly partner with neighboring agencies to connect residents with resources on nutrition and health – Meeting Street, URI SNAP, Oak Street Health, RI Food Bank and many more. In partnership with the Providence Community Health Centers, the Food Pantry hosted monthly vaccine clinics. A newly launched collaboration with local chefs and home cooks called CAPP's Community Kitchen aims to teach residents how to cook the items available in the pantry with recipe cards and food demos.



BUILDING COMMUNITY FOR OUR SENIORS

CAPP believes in taking care of our most vulnerable – from ensuring access to healthy meals and fresh groceries to building community and promoting wellness, our senior services continue to evolve with emerging needs. Working around restrictions presented by the pandemic, we've provided 28 tablets with hotspots to help our seniors remain connected with each other and to loved ones through video calling. We resumed in person services when possible hosting Zumba classes, informational workshops, congregate dining provided by Blackstone Caterers, and field trips. We collaborate with community partners to connect our seniors to resources and services within and beyond CAPP. Most recently, the CharterCare Foundation donated \$10,000 to develop dual-language (English/Spanish) trainings for seniors on cybercrime, produce print resources on the prevention of web-based fraud, and expand on our partnership with the URI Cyber Seniors program.

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Leading with Dignity, Serving with Purpose.

EMPOWERING PARENTS TO LEAD

The National Parent Leadership Institute is a parent-centered, anti-racist organization that partners with parents and communities to equip families with the civic skills, knowledge, and opportunities to become leading advocates for children at home, school, and in the community. CAPP has sponsored a local chapter of PLTI in Providence since 2015 that has ushered a growing and engaged alumni group - 50 and counting! Due to the pandemic, PLTI at CAPP launched its first ever virtual cohort with 14 Parent Leaders who are well on their way to completion of the program in February 2022. Part of the PLTI curriculum is connecting to and learning from community leaders - we thank special guest speakers Rhode Island State Lieutenant Governor Sabina Matos, Secretary of the Office of Health and Human Services Womazetta Jones, Representative Marcia Ranglin-Vassell, and so many others for inspiring us with your experience.

CREATING PATHWAYS TO CAREERS AND ECONOMIC SELF-SUFFICIENCY

CAPP continuously develops and facilitates work readiness and financial literacy trainings and workshops for residents of all ages. Due to the pandemic, many of our offerings pivoted to virtual platforms and we worried about ensuring access to our programs and engagement. Our seasoned staff have played a critical role in keeping residents interested and committed to their path to self-sufficiency. Participation in our ongoing Financial Literacy series has grown beyond Providence city limits to include every city and town in the state of Rhode Island. More than 180 participants have attended at least one session and 9 have earned a Financial Literacy certificate. Our Bookkeeping training and certification course began in the fall with an enrollment of 7 and we're currently recruiting for our virtual, accelerated Customer Service Training and Certification program that features two tracks: Call Center and Hospitality.

CAPP resumed its annual Summer Youth Employment Program serving 82 youth from Providence and 20 youth from Pawtucket, our biggest cohort to date made possible by our partners and funders the Governor's Workforce Board Real Skills for Youth and the CARES Act. Students ages 14-24 engaged in hybrid experiences over the course of 6 weeks tailored to meet their developmental stage and industry standards while learning about financial literacy, work readiness, career exploration, 21c skill building, diversity and equity through a social justice lens and so much more from job development coaches, guest speakers and community partners. This fall, CAPP entered into new partnerships with Providence Public Schools, the Governor's Workforce Board and the City of Providence One Providence Initiative to develop and provide year-round youth development, experiential learning and employment opportunities. In collaboration with PPSD's Career Technical Education (CTE) program, we will serve 40 students through the Teaching Academy and 90 students through coordinated internship placements hosted by local nonprofit agencies, government offices, and businesses big and small.

GROWING OUR DONOR BASE

CAPP relies on our community partners and supporters to carry out our mission. In August we launched the Champion's Circle, a giving society created to acknowledge and grow our individual donor base. We held a successful #401Gives Day in April and Giving Tuesday in November which yielded essential funding towards critical needs. We'd like to especially thank the MolinaCares Accord, the CharterCARE Foundation, the Champlin Foundation, Bank Newport, IGT and others for their generous donations that will allow us to grow our programming and services in innovative, responsive, and creative ways.



Financial Literacy Classes

Free Virtual Pick your option!

Register for Zoom Link: <https://bit.ly/FINLITDEC21REGFORM>

Online Tuesdays & Thursdays 10:00am to 11:30am

- December 2: Financial Services
- December 7: Insurance
- December 9: Income & Taxes
- December 14: Real Estate & Buying a Home
- December 16: Investing

For more information, visit or contact: www.cappri.org/education-training
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CUSTOMER SERVICE TRAINING and CERTIFICATION

- FREE thru RI Works
- Participants must discuss enrollment with their case manager prior to registration
- 3 Week Virtual Training on Customer Service
- Choose from two Tracks: Hospitality or Call Center
- Connect with Employers and Build your Resume
- Receive Nationally Recognized Certification Upon Completion
- STARTS January 18th, ends February 6th 2022
- Tuesdays thru Fridays from 10:00am to 1:00pm via Zoom
- REGISTER: <https://bit.ly/CAPPWinter2022>
- Deadline to Register is January 16th 2022

