

Regional Resource Directory 2023

For RI Community Food Bank Member Agencies



**RHODE ISLAND COMMUNITY
FOOD BANK**



This directory, developed by the Rhode Island Community Food Bank's Community Impact Department, was designed for the convenience of our member agencies to better assist food assistance guests in accessing basic needs resources and services across the state. The directory is organized by Food Bank service area regions and also includes eligibility guidelines and program information for state and federal programs. For more detailed information about the programs and resources included in this directory, check out the websites and/or call the phone numbers listed.

Rhode Island Community Food Bank

200 Niantic Ave

Providence, RI 02907

www.rifoodbank.org

401-942-6325

For information or corrections, contact:

Jacob Tonseth

Community Resources

Coordinator

jtonseth@rifoodbank.org

401-230-1711

2023 Edition



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RICFB Regions

In order to create a sustainable statewide network for food distribution, the Food Bank has organized our members by geographical regions. Through this regional structure, we are able to create contingency planning, offer educational and information-sharing forums, develop financial assistance programs and resources, and other planning opportunities.

Region	Region Name	Towns Included
1	Woonsocket	Burrillville, Cumberland, Lincoln, North Smithfield, Woonsocket
2	Northern RI	Foster, Glocester, Johnston, North Providence, Scituate, Smithfield
3	Pawtucket-Central Falls	Pawtucket, Central Falls
4	Providence - West	Federal Hill, Smith Hill, West End, Reservoir, Silver Lake, Olneyville, Mount Pleasant, Elmhurst, Valley, Hartford, Manton, Wanskuck, Charles
5	Providence - East	South Elmwood, Elmwood, Washington Park, Lower & Upper South Providence, Downtown, Fox Point, College Hill, Wayland, Blackstone, Mount Hope, Hope
6	East Bay	Barrington, Bristol, East Providence, Warren
7	West Bay	Cranston, Warwick, West Warwick
8	Kent / No. Washington County	Coventry, East Greenwich, Exeter, No. Kingstown, West Greenwich
9	So. Washington County	Charlestown, Hopkinton, Narragansett, New Shoreham, Richmond, So. Kingstown, Westerly
10	Newport County	Jamestown, Little Compton, Middletown, Newport, Portsmouth, Tiverton



Region 1: Woonsocket

Towns: Burrillville, Cumberland, Lincoln, North Smithfield, Woonsocket

County: Providence

CAP Agencies

Residents in Woonsocket - ONLY

Community Care Alliance

245 Main St., Woonsocket, RI 02895
401- 235-7000 | www.communitycareri.org

Residents in Cumberland, Lincoln, & Woonsocket

Blackstone Valley Community Action Program (BVCAP)

32 Goff Ave., Pawtucket, RI 02860
401-723-4520 | www.bvcap.org

Residents in Burrillville & North Smithfield

Tri-County Community Action Agency

1126 Hartford Ave., Johnston, RI 02919
(Heating & Emergency Services are located at 11 Emanuel St., North Providence)
401-351-2750 | www.tricountyri.org

DHS (Dept. of Human Services)

Woonsocket DHS

800 Clinton St., 2nd FL., Suite 201
1-855-697-4347

Community Health Primary Office

Thundermist Health Center*

450 Clinton St., Woonsocket | 401-767-4100
www.thundermisthealth.org

**See webpage for additional locations*

Thundermist Dental

25 John A Cummings Way, 4th Fl.
(BOA Building), Woonsocket | 401-767-4161

WellOne / Primary Medical and Dental Care

36 Bridge Way, Pascoag | 567-0800
www.welloneri.org

PHA (Public Housing Authority)

Rhode Island Housing

401-457-1234 | www.rihousing.com

Burrillville Housing Authority

77 Ashton Ct., Harrisville | 401-568-6200
www.burrillvillehousing.org

Cumberland Housing Authority 573 Mendon

Rd., Suite 4 401-334-2678
www.cumberlandha.org

Lincoln Housing Authority

10 Franklin Street | 401-724-8910
www.lincolnhousing.org

Woonsocket Housing Authority

679 Social Street | 401-767-8000
www.woonsockethousing.org

WIC (Women, Infants & Children)

Thundermist Health Center,

450 Clinton St., 1st FL. Woonsocket 02895
401-767-4100

Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-462-4444

Tri-County Community Action Agency

1126 Hartford Ave., Johnston, RI 02919
401-349-5760 | www.tricountyri.org



Region 1: Woonsocket

RI Community Food Bank Members

This is a complete listing of member agencies in this region. These are your colleagues across all available services. To find agencies providing emergency food assistance (pantries or meal sites) direct to the public, please visit the Food Bank website for the most up-to-date information. www.rifoodbank.org → Find Food

*This list is **not** intended for referrals. Please do not use it with your guests.*

Burrillville

Western RI Burrillville SDA Shepherd's Food Pantry
854 Victory Highway // Contact: Claire Entwistle
(401)568-5255 | dmentwistle@cox.net

St. Patrick Food Closet
45 Main Street, 02830 // Contact: Gary & Lynn
Rousseau (401)568-5600 | lynnr428@cox.net

SVDP Our Lady of Good Help Pantry
1063 Victory Highway, 02839 // Contact: Katherine &
Bob Wilson | (401)762-1834 | bobkari622@gmail.com

Cumberland

Lighthouse Community Outreach Pantry
30 Meeting Street, 02864 // Contact: Pastor John
Feragne | (401)725-0335 | campanio21@cox.net

Northern Rhode Island Food Pantry
1 Angell Road, 02864 // Contact: Bob Chaput (401)
347-5714 | robert.chaput@cox.net

Lincoln

Lime Rock Baptist Church Pantry
1075 Great Road, 02865 // Contact: Ron Rivet
(401)334-2999 | ronrivet@cox.net

Woonsocket

BackPack Program Woonsocket
Youth Program Sodexo Food Service
420 Robinson Street, 02895
Contact: Ashley Plante
401)767-4757 Ashley.Plante@sodexo.com

Community Care Alliance Agape Pantry
245 Main Street, 02895 // Contact: John Belanger
(401)235-6092 | jbelanger@communitycareri.org

Community Care Alliance Pantry
800 Clinton Street, Woonsocket RI, 02895
Contact: Madeline Silva | (401)766-0900
blessing@famresri.org

Connecting for Children and Families, Inc. Pantry
37 Center Street, 02895 // Contact: Felix Colon
(401)766-3384 | fcolon@ccfcenter.org

Holy Trinity Church Pantry
1409 Park Avenue, 02895 // Contact: Rev. Daniel Sweet
(401)762-5117 | holy.trinity1409@gmail.com

New Beginnings Meal Site
24 Hamlet Ave, 02895 // Contact: Jeanne Michon
(401)356-4066 | newbeginningskitchen@gmail.com

St. Agatha's Church Pantry
34 Joffre Avenue, 02895 // Contact: Ann Potemri
(401)767-2950 | mapo13@yahoo.com

St. James Episcopal Church Pantry
24 Hamlet Avenue, 02895 // Contact: Shirley Ayers
(401)762-2222 | segayers@gmail.com



Region 2: Northern RI

Towns: Foster, Glocester, Johnston, North Providence, Scituate, Smithfield

County: Providence

CAP Agencies

For residents in Foster & Scituate

Comprehensive Community Action

311 Doric Ave., Cranston, RI 02910

401-392-9208 | www.comcap.org

For residents in Glocester, Johnston, North Providence, Smithfield

Tri-County Community Action Agency

1126 Hartford Ave., Johnston, RI 02919

(Heating & Emergency Services are located at 11 Emanuel St., No. Providence)

401-351-2750 | www.tricountyri.org

DHS (Dept. of Human Services)

Providence Regional Family Center

206 Elmwood Ave., Providence, RI 02907

Phone: 1-855-697-4347 | FAX: 401-415-8349

Woonsocket DHS

800 Clinton St., 2nd Flr., Suite 201

Phone: 1-855-697-4347

Community Health Primary Office

Tri-County Community Action Agency

1126 Hartford Ave., Johnston, RI 02919

401-351-2750 | www.tricountyri.org

WellOne / Primary Medical and Dental Care

142A Danielson Pike, Foster | 647-3702

www.welloneri.org

PHA (Public Housing Authority)

Rhode Island Housing

401-457-1234

www.rihousing.com

Johnston Housing Authority

8 Forand Circle | 401-231-2007

www.johnstonhousing.org

North Providence Housing Authority

945 Charles St. | 401-728-0930

www.northprovidencehousing.com

Smithfield Housing Authority

7 Church St. | 401-949-0270

www.smithfieldhousingauthorityri.org

WIC (Women, Infants & Children)

Johnston Tri-County Health Center

1130 Hartford Ave. Johnston

401-351-2750 x 6

Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-46-4444

Tri-County Community Action Agency

1126 Hartford Ave., Johnston, RI 02919

401-349-5760 | www.tricountyri.org



Region 2: Northern RI

RI Community Food Bank Members

This is a complete listing of member agencies in this region. These are your colleagues across all available services. To find agencies providing emergency food assistance (pantries or meal sites) direct to the public, please visit the Food Bank website for the most up-to-date information. www.rifoodbank.org → Find Food

*This list is **not** intended for referrals. Please do not use it with your guests.*

Foster

Comprehensive CAP Foster Pantry
181 Howard Hill Road, 02825 // Contact: Allie Bouchard
(401)392-9208 | abouchard@townoffoster.com

St. Paul the Apostle | Pantry
116A Danielson Pike, 02825 // Contact: Lori Copp
(401)647-3664 | church@stpaulsfoster.org

Glocester

Chepachet Union Church Pantry
1138 Putnam Pike, 02814 // Contact: Stephanie Kain
(401)568-2518 | gkain@verizon.net

Johnston

Casa De Oracion Jesus Christ Fountain of Life
El Granero Food Pantry 1025 Plainfield Street, 02919
Contact: Eva Grajeda | (401)556-0664 |
grajeda2003@verizon.net

St. Robert Food Closet Pantry
1804 Atwood Avenue, 02919 // Contact: Bill Holtmann
& Rosemarie Borengasser | (401)231-4987
wholtmann@cox.net

North Providence

Allendale Baptist Church Pantry
545 Woonasquatucket Avenue, 02911 // Contact: Kimberly
Tebow | (401)261-4044 | kimberlymay.tebow@gmail.com

Embassy of Christ Church Pantry
649 Woonasquatucket Avenue, 02911 // Contact: Alice Mendez
(401)300-9527 | alicia.mendez@ppsd.org

Tri-County Community Action Agency Pantry
11 Emanuel Street, 02911 // Contact: Stephanie DiTusa
(401)519-1913 | sditusa@tricityri.org

Tri-County Community Action Agency Pantry
19 Volturmo Street, 02904 // Contact: Charlene Smith
(401)330-2209 | csmith@tricityri.org

Scituate

Trinity Episcopal Church Red Door Food Pantry
249 Danielson Pike, 02857 // Contact: Lesley Keates
(401)647-2322 | foodpantry@trinitynorthscituate.org

Smithfield

SVDP St. Philip Food Pantry
620 Putnam Pike, 02828
Contact: Barbara Vanasse | (401)949-2949
vinnysangels@saintphilip.com

Ocean State Baptist Church Pantry
600 Douglas Pike, 02917
Contact: Justin Perreault | (401)231-1980
justindperreault@yahoo.com



Region 3: Pawtucket—Central Falls

Towns: Central Falls, Pawtucket

County: Providence

CAP Agencies

Blackstone Valley Community Action Program

32 Goff Ave., Pawtucket, RI 02860

401-723-4520 | www.bvcap.org

DHS (Dept. of Human Services)

Pawtucket DHS

249 Roosevelt Ave., Pawtucket, RI 02860

Phone: 1-855-697-4347 | Fax: 401-721-6659

Community Health Primary Office

Blackstone Valley Community Health Care*

39 East Ave, Pawtucket, RI 02860

401-722-0081 | www.bvchc.org

**See webpage for additional locations*

PHA (Public Housing Authority)

Rhode Island Housing

401-457-1234

www.rihousing.com

Central Falls Housing Authority

30 Washington Street

401-727-9090 cfhousing.org

Pawtucket Housing Authority

214 Roosevelt Avenue

401-721-6000 pawthousing.org

WIC (Women, Infants & Children)

Central Falls

Children's Friend Family Support Center

621 Dexter St. | 401-729-0008

Pawtucket

Children's Friend and Service

500 Prospect St. | 721-6416

Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-462-4444

Eastbay Community Action - Upper Bay

Region 100 Bullocks Point Ave., Riverside, RI

02915 401-437-1000 | www.ebcap.org



Region 3: Pawtucket - Central Falls

RI Community Food Bank Members

This is a complete listing of member agencies in this region. These are your colleagues across all available services. To find agencies providing emergency food assistance (pantries or meal sites) direct to the public, please visit the Food Bank website for the most up-to-date information. www.rifoodbank.org → Find Food

*This list is **not** intended for referrals. Please do not use it with your guests.*

Central Falls

Central Falls Food Pantry at Progreso Latino Pantry
20 Claremont Street, 02863 // Contact: Luisa Murillo
(401)365-4010 | lmurillo@progresolatino.org

Cowden Street Collab. DBA Segue IFL School Pantry
325 Cowden Street, 02863 // Contact: Nadya Sanchez | (401)721-0964 | Nadya.sanchez@segueifl.org

Learning Community Charter School Pantry
21 Lincoln Avenue, 02863 // Contact: Cheryl Luciano
(401)722-9998 | cheryl@thelearningcommunity.com

St. George Episcopal Pantry
12 Clinton Street, 02863 // Contact: Rev. John Lynch
(401)722-9449
sanjorgeepiscopalchurch@gmail.com

Pawtucket

Blackstone Valley Community Action Program Pantry
210 West Ave. 02860 // Contact: Jennifer Daugherty
(401)723-4520 | jdaugherty@bvcap.org

Blackstone Valley Emergency Food Center
75 Benefit Street, 02861 // Contact: Dot Lubera
(401)724-7170 | bvefc1@gmail.com

Casa De Oracion Getsemani Pantry
38 Park Avenue, 02860 // Contact: Jessica Noguera
(401)725-5010 | jessievictory@gmail.com

First Baptist Church of Pawtucket Pantry
91 Cottage Street, 02860 // Contact: Cindy Downie
(401)725-7225 | clandownie@cox.net

Holy Family Parish Pantry
195 Walcott Street, 02860 // Contact: Natalia Bonella
(401)724-9190 | nataliabonella@gmail.com

Living Hope Assembly of God Pantry
100 Broadway, 02860 // Contact: Pastor Bob Hill
(401)723-2039 | the5hillsma@yahoo.com

Pawtucket Backpackers | Youth Program
334 Pleasant St, Suite 2, 02860 // Contact: Joanne Bonollo
(401)475-6073 | pawtucketbackpackers@gmail.com

Salvation Army Pawtucket Corps' Food Pantry
102 High Street, 02860 // Contact: Major Giselle Acosta
(401)723-9533 | giselle.acosta@use.salvationarmy.org

St. John the Baptist Food Pantry
69 Quincy Avenue, 02860 // Contact: Jose De Barros
(401)722-9054 | st.johnthebaptist@verizon.net

SVDP St. John Paul II Pantry |
at St. Celia Church, 745 Central Avenue, 02861 // Contact:
Jeanne Buteau | (401)744-5404 | kjb270@cox.net

St. Matthew Trinity Lutheran Food Pantry
690 Newport Avenue, 02861 // Contact: Jim Matuszek &
Pastor Cheryl | (401)723-5632 | smtlc@verizon.net



Region 4: Providence West

Towns: Providence - Agencies West of I-95 (Neighborhoods: see p. 4)

County: Providence

CAP Agencies

Community Action Partnership of Providence (CAPP)

518 Hartford Ave., Providence, RI 02909
273-2000 | www.cappri.org

DHS (Dept. of Human Services)

Providence Regional Family Center

206 Elmwood Ave., Providence, RI 02907
Phone: 1-855-697-4347 | FAX: 401-415-8349

Office of Rehabilitation Services

40 Fountain St., Providence, RI 02903
Phone: 421-7005 | RI Relay 711
Spanish: 462-7791

Community Health Primary Office

Providence Community Health Centers*

375 Allens Ave., Providence | 444-0400
www.providencechc.org

**See webpage for additional locations*

Providence Center*

528 North Main St., Providence | Administrative
Inquiries: 528-0123 | First Appointment: 276-4020
Emergencies: 274-7111

www.providencecenter.org

**See webpage for additional locations*

PHA (Public Housing Authority)

Rhode Island Housing

457-1234 | www.rihousing.com

Providence Housing Authority

100 Broad St. | 751-6400
<https://provhousing.org>

WIC (Women, Infants & Children)

Children's Friend Berkshire

99 Berkshire St. | 401-752-7590

Children's Friend Friendship Center

350 Point St | 153 Summer St.
401-752-7781

Children's Friend Hartford

550 Hartford Ave. | 401-752-7920

Meeting Street Office

1000 Eddy St. | 401-533-9145

500 Broad St. | 401-632-4700

Scalabrini Dukceovich Center

300 Laurel Hill Ave. | 401-632-4770 x1

West Elmwood HDC-Sankofa WIC Clinic

224 Dexter St. | 401-453-3220 x 100

Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-462-4444

St. Martin dePorres Senior Center

160 Cranston St., Providence
401-274-6783

United Way of Rhode Island

50 Valley St., Providence
401-462-4444



Region 4: Providence West

RI Community Food Bank Members

Assembly Pentecostal Church of God Shalom Pantry
145 Chad Brown Street, 02908 // Contact: Francisco Picon (401)421-5112 | estherpicon@msn.com

Back to School Celebration Providence Backpackers
Sodexo Bucklin Production Kitchen, 480 Dexter Street, 02907 Contact: June DiLorenzo | (401)278-0511 | juned59@verizon.net

Church of the Master Meal Site
15 Valley Street, 02909 // Contact: Joyce Kennedy (401)861-5568 | joytomkenedy@msn.com

Center for Southeast Asians Pantry
270 Elmwood Avenue, 02907 // Contact: Lisa DaPonte (401)274-8811 | lisa.daponte@cseari.org

Federal Hill House Olneyville Pantry
261 Manton Avenue, 02909 // Contact: Jackie Reyes (401)714-0057 | jreyes@federalhillhouse.org

Federal Hill House Pantry
35 Swiss Street, 02909 // Contact: Jennifer Hill (401)421-1095 | jhill@federalhillhouse.org

Gateway Healthcare Capital City Community Center Pantry
285A Chad Brown Street, 02908 // Contact: Erin Brady (401)207-4638 | ebrady5@lifespan.org

John Hope Settlement House Pantry
7 Thomas Whitten Way, 02903 Contact: Brandford Davis (401)421-6993 | bdavis@johnhope.org

Lighthouse Community Development Corp. Pantry
11 Hawthorne St, 02908 // Contact: Jacqueline Britto (401) 419-6130 | lighthouse02907@gmail.com

St. Peter & St. Andrew Food Pantry
70 Pemberton Street, 02908
Contact: The Rev. Maryalice Sullivan | (401)272-9649 revmas90@gmail.com

Love Divine Pantry
28 Candace Street, 02908 // Contact: Lola Okunfolami (401)454-4700 | okunfolami02@gmail.com

Maranatha Food Pantry of Church of God Pantry
1040 Atwells Avenue, 02909 // Contact: Nicole Walker (401)521-4860 | nicole90@verizon.net

PCOC Parenti Villa Senior High Rise Pantry
25 Tobey Street, 02909 // Contact: Jose Luis Suazo (401)709-1848 | jlsuazo@provhousing.org

Silver Lake Community Center Pantry
529 Plainfield Street, 02909 // Contact: Julie Piscopiello (401)944-8300 | silverlake529@hotmail.com

Sojourner House, Inc. | // Contact: Melissa Babington (401)861-6191 | mbabington@sojournerri.org

St. Anthony's Church Pantry
549 Plainfield Street, 02909 // Contact: Ray Morgan (401)732-6181 | stopthepuckhere@aol.com

St. Charles Borromeo Meal Site & Pantry
178 Dexter Street, 02907 // Contact: Joan Zompa (401)421-6441 | svdpministryc@gmail.com

St. Edward Food & Wellness Center
1001 Branch Avenue, 02904 // Contact: Lori Porcaro (401)602-1880 | loriporcaro@hotmail.com

St. Patrick's Church Mary House Meal Site & Pantry
244 Smith Street, 02908 // Contact: Doreen Holmes/ Eileen Soltys | (401)274-6286 | maryhouser@gmail.com

West End Community Center | Pantry | 109 Bucklin Street, 02907 // Contact: Oliva Martinez | (401)781-4242 | omartinez@wecc.net

St. Martin De Porres Senior Center Pantry
160 Cranston St, 02907 // Contact: James Clements (401)735-3880 | stthomaschurch@cox.net

Love and Compassion Adult Care Center Pantry
663 Charles St, 02904 // Contact: Mario Mancebo (401)286-2198 | mmancebo1@yahoo.com

St. Thomas Church Pantry
65 Fruit Hill Avenue, 02909 // Contact: Deacon Al DePetrillo (401)272-7118 | stthomaschurch@cox.net



Region 5: Providence East

Towns: Providence - Agencies East of I-95 (Neighborhoods: see p. 4)

County: Providence

CAP Agencies

Community Action Partnership of Providence (CAPP)

518 Hartford Ave., Providence, RI 02909
401-273-2000 | www.cappri.org

DHS (Dept. of Human Services)

Providence Regional Family Center
206 Elmwood Ave., Providence, RI 02907
Phone: 1-855-697-4347 | FAX: 401-415-8349

Office of Rehabilitation Services
40 Fountain St., Providence, RI 02903
Phone: 401-421-7005 | RI Relay 711
Spanish: 401-462-7791

Community Health Primary Office

Providence Community Health Centers*
375 Allens Ave., Providence | 401-444-0400
www.providencechc.org

**See webpage for additional locations*

Providence Center
528 North Main St., Providence | Administrative
Inquiries: 401-528-0123 | First Appointments:
401-276-4020 | Emergencies: 401-274-7111
www.providencecenter.org

PHA (Public Housing Authority)

Rhode Island Housing
401-457-1234 | www.rihousing.com

Providence Housing Authority
100 Broad St. | 401-751-6400
<https://provhousing.org/>

WIC (Women, Infants & Children)

Children's Friend Hartford
550 Hartford Ave. | 401-752-7920

St. Joseph Health Services
21 Peace St. | 401-456-4045

Women and Infants Hospital
2 Dudley St. Suite 550 | 401-274-1122
x42768

Mt. Hope Neighborhood Association 199
Camp St. | 401-521-8830

Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-462-4444

St. Martin de Porres Senior Center
160 Cranston St., Providence
401-274-6783

United Way of Rhode Island
50 Valley St., Providence
401-462-4444



Region 5: Providence East

RI Community Food Bank Members

Amos House Meal Site

460 Pine Street, 02907 // Contact: Maggie Meany
(401)272-0220 | mmeany@amoshouse.com

Better Lives RI Food Cupboard

15 Hayes Street, 02908 // Contact: Paula
Hudson | (401)454-7422 | paula@betterlives.org

Better Lives RI Meal Site

134 Mathewson Street, 02903 // Contact: Liz McGrath &
Paula Hudson | (401)445-7422 | paula@betterlives.org

Camp Street Ministries Pantry

190 1/2 Camp Street, 02906 // Contact: Dwight Rockett
(401)421-5474 | cscm194@gmail.com

Community Action Partnership of Providence

Elmwood Pantry | 807 Broad Street, 02907 //
Contact: Kymara Mary- Owusu | (401)273-2000
kmaryowusu@cappri.org

Community Food Share First Unitarian Church Pantry

1 Benevolent Street, 02906 // Contact: Amy Grant
(401) 421-7970 amyinprovidence@yahoo.com

Crossroads Domestic Violence Center // Contact: Kayla

Moore | (401)861- 2761 | kmoore@crossroadsri.org

Crossroads RI Family Shelter

754 Broad Street, 02907 // Contact: Ashley
Rogers (401)461-1755 | arogers@crossroadsri.org

Crossroads RI Meal Program

160 Broad Street , 02903 // Contact: Gordon Fox
(401)277-4366 | gfox@crossroadsri.org

Ephese SDA Church Pantry

857 Eddy St, 02905 // Contact: Yvrose Musac |
(401) 941-0998 | ymusac3@gmail.com

Washington Park Community Center Pantry

42 Jillson Street, 02905 // Contact: Fran Murphy
(401)461-6650 | fm@washparkcc.com

SVDP St. Raymond's Church Pantry

1240 North Main Street, 02904 // Contact: Christine
Fрати | (401)749-5800|Auntiedi1950@gmail.com

Epiphany Soup Kitchen at St. Stephen's Church Meal Site

114 George Street, 02906 // Contact: Elke Moonan
(401)944-3382 | dmoonanmd@verizon.net

Family Service Afia Center Pantry

55 Hope Street, 02906 // Contact: Kim Clohecy
(401) 831-5522 | clohecyki@familyserviceri.org

Family Service Be Safe Program Pantry

134 Thurbers Avenue, 02905 // Contact: Jared Lafond
(401)519-2283 | lafondja@familyserviceri.org

Interfaith Food Ministry Pantry

95 Hathaway Ctr #61, 02907 // Contact: Linda Mancini
(401)965-1854 | paul.gmancini@verizon.net

JCS— Louis and Goldie Chester Full Plate Kosher Pantry

1165 North Main Street, 02904 // Contact: Marcie Ingber
(401)621-5374 | marcie@jfsri.org

McAuley House Meal Site & Pantry

622 Elmwood Avenue, 02907
Meal Site - Contact: Larry LoVerde | (401)941- 9013
lloverde@mcauleyri.org
Pantry - Contact: Yvette Kenner | (401)941-9013
ykenner@mcauleyri.org

Our Lady of the Rosary Pantry | 17 Traverse Street, 02903

Contact: Rosa Lima | (401)453-0174 | rmlima25@verizon.net

Project Outreach Pantry | 1520 Broad Street, 02905

Contact: Anna Vargas | (401)941-2212 |
avargas728@yahoo.com

Providence Spanish SDA Church Pantry

131 Elmwood Avenue, 02907 // Contact: Eddy Almonte
(401)390-4924 |

Salvation Army Providence Corps' Pantry

386 Broad Street, 02907 // Contact: Carol Dupree
(401)831-1119 | Carol.Dupree@USE.SalvationArmy.org

Impact Center Providence Assembly of God Church

Pantry & Meal Site | 353 Elmwood Avenue, 02907
Contact: Josephine St. John & Jean Harrell | (401)461-7210
exclusivelyyours7@yahoo.com &
genieinabottle37@yahoo.com



Region 6: East Bay

Towns: Barrington, Bristol, East Providence, Warren

County: Providence & Bristol

CAP Agencies

East Bay Community Action - Upper Bay Region
100 Bullocks Point Avenue, Riverside 02915
401-437-1000 | www.ebcap.org

DHS (Dept. of Human Services)

Providence Regional Family Center 206
Elmwood., Providence 02907
Phone: 1-855-697-4347
Fax: 401-415-8349

Community Health Primary Office

EBCAP- Upper Bay Region/East Bay Family Health Care
100 Bullocks Point Ave., Riverside 02915
401-437-1008 | www.ebcap.org

PHA (Public Housing Authority)

Rhode Island Housing
401-457-1234 | www.rihousing.com

Bristol Housing Authority
1014 Hope St. | 401-253-4464
www.bristolhousingri.org

East Providence Housing Authority
99 Goldsmith Ave. | 401-434-7645
<http://ephousing.org>

Warren Housing Authority
20 Libby Lane | 401-245-7019
www.warrenhousing.org

WIC (Women, Infants & Children)

Bristol WIC Program
150 Franklin Street
401-253-7577

East Providence

East Bay Community Action
100 Bullocks Point Avenue
401-437-1007

Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-462-4444

Eastbay Community Action - Upper Bay Region
610 Waterman Ave., Riverside 02915
401-435-7876 | www.ebcap.org



Region 6: East Bay

RI Community Food Bank Members

This is a complete listing of member agencies in this region. These are your colleagues across all available services. To find agencies providing emergency food assistance (pantries or meals) direct to the public, please visit the Food Bank website for the most up-to-date information.

www.rifoodbank.org → Find Food

*This list is **not** intended for referrals. Please do not use it with your guests.*

Barrington

Tap-In Pantry
Peck Building, 281 County Road, 02806
Contact: Debbie Thurston | (401)247-1444
fooddirector@tapinri.org

Bristol

East Bay Food Pantry
532 Wood Street, 02809 // Contact: Jocelyn King
(401)396-9490
jocelyn@eastbayfoodpantry.org

East Providence

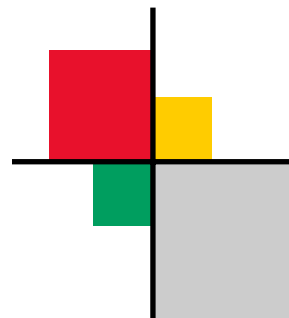
Bread of Life Food Pantry
Newman Congregational Church
100 Newman Avenue, 02916 // Contact: Janet Bache
& Nancy Banaczuk | (401)434-4742 |
jtbache@aol.com

East Bay Community Action Program Pantry
100 Bullocks Point Avenue, 02915 // Contact: Judy
Macedo (401)437-1000
jmacedo@ebcap.org

Good Neighbors Pantry & Meal Site
55 Turner Ave., 02915 // Contact: Kate Mushipi
(401)433-0045
kmushipi@goodneighborsri.org

Warren

St. Mary of the Bay Pantry
645 Main Street, 02885 // Contact: Wendy Baker
(401)245-7000 | smbfoodpantry@gmail.com





Region 7: West Bay

Towns: Cranston, Warwick, West Warwick

County: Providence & Kent

CAP Agencies

Residents in Cranston ONLY

Comprehensive Community Action

311 Doric Ave., Cranston 02910

401-467-9610 | www.comcap.org

Residents in Warwick, West Warwick

Westbay Community Action Partnership

487 Jefferson Blvd, Warwick 02886

401-732-4660 | www.westbaycap.org

DHS (Dept. of Human Services)

Providence Regional Family Center

206 Elmwood Ave., Providence 02907

1-855-697-4347 | Fax: 415-8349

Warwick DHS

195 Buttonwoods Ave., Warwick 02886

1-855-697-4347 | Fax: 401-736-1442 or
401-736-1443

Community Health Primary Office

CCAP/Family Health Services*

311 Doric Ave., Cranston 02910

401-467-9610 | www.comcap.org

**See webpage for additional locations*

Thundermist Health Center*

186 Providence St., West Warwick

401-615-2800 www.thundermisthealth.org

**See webpage for additional locations*

Thundermist Dental

1219 Main St., West Warwick

401-615-2804

PHA (Public Housing Authority)

Rhode Island Housing

401-457-1234 | www.rihousing.com

Cranston Housing Authority

50 Birch St. | 401-944-7210

Warwick Housing Authority

1035 West Shore Rd. | 401-732-8500

www.warwickri.gov/warwick/housing/authority

West Warwick Housing Authority

62 Roberts Street | 401-822-9430

<http://www.westwarwickha.org>

WIC (Women, Infants & Children)

Cranston

Family Health Services

311 Doric Ave. | 401-946-4650

Warwick

Westbay Community Action

487 Jefferson Blvd. | 401-732-4660

West Warwick

Westbay Community Action

145 Washington St. | 401-826-3230

Regional POINT

*(Information, referrals, and long-term care options to
seniors & adults with disabilities)*

MAIN #: 401-462-4444

Westbay Community Action Partnership

224 Buttonwoods Ave., Warwick 02886

401-732-4660

www.westbaycap.org

Cranston ONLY

Tri-County Community Action Agency

1126 Hartford Ave., Johnston 02919

401-351-2750



Region 7: West Bay

RI Community Food Bank Members

This is a complete listing of member agencies in this region. These are your colleagues across all available services. To find agencies providing emergency food assistance (pantries or meal sites) direct to the public, please visit the Food Bank website for the most up-to-date information. www.rifoodbank.org → Find Food

*This list is **not** intended for referrals. Please do not use it with your guests.*

Cranston

Blessed Mother Mary Food Pantry Inc . Pantry
181 Princess Avenue, 02920 // Contact: David
Carpenter | (401)946-5291 | dec.cranston@gmail.com

Comprehensive Community Action Program Pantry
311 Doric Avenue, 02910 // Contact: Sherry Diaz
(401)562-2272 | sdiaz@comcap.org

Edgewood Pawtuxet Food Closet: Transfiguration
Church Pantry
1665 Broad Street, 02905 // Contact: Mary Beth Odell
(401)461-3146 | mary171@cox.net

Haitian Baptist Church of Rhode Island Pantry
12 Lincoln Avenue, 02920 // Contact: Marguerite
Joliceur | (401)944-1440
haitianbaptistchurchri@gmail.com

Warwick

Pilgrim Lutheran Church Pantry
1817 Warwick Ave., 02889 // Contact: Joanne Lozy
(401)739-2937 | jlozy123@gmail.com

Warwick Public Schools Pantry
383 Oakland Beach Avenue, 02889
Contact: Cameron Kadek | (401)734-3426
cameron.kadek@warwickschools.org

Westbay CAP Market Place Pantry
487 Jefferson Blvd., 02886
Contact: Desarie Prestly | (401)921-5292
dprestly@westbaycap.org

West Warwick

Emanuel Evangelical Lutheran Church Pantry
9 New London Avenue, 02893 // Contact: Myron I. Gadoury
(401)821-8888 | mig-ABB@atlanticbb.net

St. Anthony's Hope Soup Kitchen
10 Sunset Avenue, 02893 // Contact: Joanne
Terranova | (401)821-8342 | gerir2048@yahoo.com

West Warwick Assistance Agency Pantry
1293 Main Street, 02893 // Contact: Ray Dauplaise
(401)822-0310 | westwarwickassistanceagency@gmail.com

West Warwick Senior Center Pantry & Meal Site
145 Washington Street, 02893 // Contact: Manny Murray
(401)822-4450 | m.murray@wwsc.necoxmail.com



Region 8: Kent / North Washington County

Towns: Coventry, East Greenwich, Exeter, North Kingstown, West Greenwich

County: Kent / Washington

CAP Agencies

Residents in Coventry

Comprehensive Community Action

311 Doric Ave., Cranston 02910

401-467-9610 | www.comcap.org

Residents in Exeter, No. Kingstown,

West Greenwich

Tri-County Community Action Agency

415 Tower Hill Rd., North Kingstown 02852

401-351-2750 | www.tricountyri.org

Residents in East Greenwich (& NK for LiHEAP)

Westbay Community Action Partnership

487 Jefferson Blvd Warwick 02886

401-732-4660 | www.westbaycap.org

DHS (Dept. of Human Services)

South County DHS

South County Regional Family Center

4808 Tower Hill Rd., Suite G1, Wakefield 02879

Phone: 1-855-697-4347

Fax: 401-782-4316

Community Health Primary Office

Coventry

CCAP/Family Health Services

191 MacArthur Blvd., Coventry 02816

401-828-5335 | www.comcap.org

WellOne / Primary Medical and Dental Care

308 Callahan Rd., North Kingstown

401-295-9706 www.welloneri.org

PHA (Public Housing Authority)

Rhode Island Housing

401-457-1234 | www.rihousing.com

Coventry Housing Authority

14 Manchester Circle | 401-828-4367

coventryhousing.org

East Greenwich Housing Authority

146 1st Ave. | 401-885-2610

eghousing.com

WIC (Women, Infants & Children)

Coventry

Family Health Services

191 MacArthur Blvd. | 401-589-2610

Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-462-4444

Coventry, East Greenwich, West Greenwich

Westbay Community Action Partnership

224 Buttonwoods Ave., Warwick 02886

401-732-4660 | www.westbaycap.org

Exeter, No. Kingstown

Tri-County Community Action Agency –

Southern Region

1935 Kingstown Rd., So. Kingstown

401-789-3016 www.tricountyri.org



Region 8: Kent / No. Washington RI Community Food Bank Members

This is a complete listing of member agencies in this region. These are your colleagues across all available services. To find agencies providing emergency food assistance (pantries or meals) direct to the public, please visit the Food Bank website for the most up-to-date information.

www.rifoodbank.org → Find Food

Coventry

Coventry Food Program Pantry
191 MacArthur Blvd., 02816 // Contact: Stefani
Weber | (401)822-9199 | sweber@coventryri.org


Faith Fellowship Food Pantry
1395 Nooseneck Hill Rd, 02816 // Contact: Lisa Ferri
(401)397-3383 | faithfellowshipaog@hotmail.com

SVDP West Bay Meal Site
222 MacArthur Blvd, 02816// Contact: Madeleine
Caplette | (401)822-4450 | mmadcap13@gmail.com


SVDP West Bay Pantry
222 MacArthur Blvd, 02816// Contact: Linda Sinnott
(401)828-3090 | svdpcoventry@gmail.com

East Greenwich

East Greenwich Interfaith Food Cupboard
99 Peirce Street, 02818 // Contact: Chris & Steve
Bartlett | (401)884-4116 | dufferdogri@gmail.com



*This list is **not**
intended for
referrals. Please
do not use it with
your guests.*

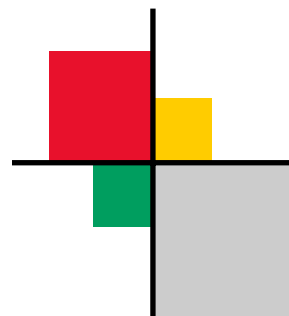


North Kingstown

North Kingstown BackPack Program
Davisville Academy, 50 East Court, 02852 // Contact:
Jen Kincaid | (401)541-6373 |
northk blessings@gmail.com

North Kingstown Food Pantry
445 School Street, 02852 // Contact: Stephen Souls
(401)885-3663 | opsmanager.nkfp@gmail.com

Tri-County CAP North Kingstown Pantry
415 Tower Hill Road, 02852 // Contact: Judith Cashman
(401)515-2432 | jcashman@tricityri.org





Region 9: South Washington County

Towns: Charlestown, Hopkinton, Narragansett, New Shoreham, Richmond, South Kingstown,
Westerly County: Washington

CAP Agencies

Tri-County Community Action Agency

1935 Kingstown Rd., Wakefield 02879

401-351-2750 | www.tricountyri.org

- Charlestown: 4350 South County Trail
- North Kingstown: 415 Tower Hill Rd.
- Westerly: 34 Pond St.

DHS (Dept. of Human Services)

South County DHS

South County Regional Family Center
(Stedman Center)

4808 Tower Hill Rd., Suite G1, Wakefield 02879

Phone: 1-855-697-4347

Fax: 401-782-4316

Community Health Primary Office

Block Island Health Services

6 Payne Rd., Block Island | 401-466-2974

www.bihealthservices.com

Thundermist Health Center

One River St., Wakefield | 401-783-0523

www.thundermisthealth.org

Wood River Health Services

823 Main St., Hope Valley | 401-539-2461

www.woodriverhealthservices.org

WIC (Women, Infants & Children)

Hopkinton

Wood River Health Services

823 Main St., Hope Valley | 401-387-9638

Westerly

Wood River, Westerly WIC Satellite

11 Wells St Westerly | 401-387-9611

PHA (Public Housing Authority)

Rhode Island Housing

401-457-1234 | www.rihousing.com

Narragansett Housing Authority

25 Fifth Ave. | 401-789-9489

www.narragansettri.gov/226/Housing-Authority

So. Kingstown Housing Authority

364 Curtis Corner Rd. | 401-783-0126

www.southkingstownri.com/703/Housing-Authority

Westerly Housing Authority

5 Chestnut St. | 401-596-4918

westerlyhousingauthority.org

Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-462-4444

Tri-County Community Action Agency – Southern Region

1935 Kingstown Rd. | 401-789-3016

www.tricountyri.org

Basic Needs Network Connections

Basic Needs Network — BNN Westerly

Open to all service providers and community

9:00 - 10:00am | 2nd Tuesday of the month

WARM Shelter, 56 Spruce St., Westerly

Contact: Noella Blackwell, 401-596-9276 ext.102,

nblackwell@warmshelter.org



Region 9: South Washington County RI Community Food Bank Members

This is a complete listing of member agencies in this region. These are your colleagues across all available services. To find agencies providing emergency food assistance (pantries or meals) direct to the public, please visit the Food Bank website for the most up-to-date information.

www.rifoodbank.org → Find Food

*This list is **not** intended for referrals. Please do not use it with your guests.*

Charlestown

RI Center Assisting those in Need Pantry
805 Alton Carolina Road, Charlestown 02813
Contact: Dana Moriarty (401)364-9412
admin@rican.necoxmail.com

Narragansett

St. Peter by the Sea Community Market Pantry
72 Central Street, 02882 // Contact: Maryellen Banks
| (401)783-4623 | stpetersbythesea@verizon.net

Richmond

New Hope Pantry
80 Richmond Townhouse Road, 02812
Contact: Gretchen White | (401)539-4673
pearsonwhite@cox.net

South Kingstown

Jonnycake of Peace Dale Food Pantry
1183B Kingstown Road, 02879 // Contact: Kate
Brewster (401)789-1559
kbrewster@jonnycakecenter.org

New Life Assembly of God Pantry
251 Post Road, 02879
Contact: Sheryl Stadnick
(401)575-3521 | jnsstadnick@cox.net

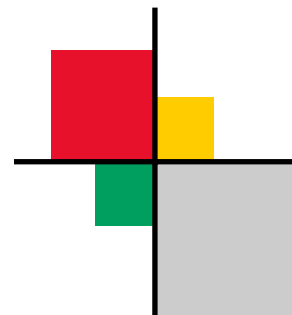
Westerly

Jonnycake of Westerly Pantry
23 Industrial Drive, 02891 // Contact: Sarah Shaw
(401)377-8069 | sshaw@jonnycake.org

Joy Fellowship Pantry on the Lane Pantry
70 Bowling Lane, 02808 // Contact: Autumn Carvalho
(401)465-7745 | autumngcarvalho@gmail.com

Tri-County CAP Westerly Pantry
34 Pond Street, 02891 // Contact: Judith Cashman
(401)604-0098 | jcashman@tricountyri.org

WARM Shelter Meal Site Program
54 Spruce Street, 02891 // Contact: Russell Partridge
(401)596-1154 | rpartridge@warmshelter.org





Region 10: Newport County

Towns: Jamestown, Little Compton, Middletown, Newport, Portsmouth, Tiverton

County: Newport

CAP Agencies

East Bay Community Action - Lower Bay Region

19 Broadway, Newport | 848-6697

www.ebcap.org

DHS (Dept. of Human Services)

Newport Regional Family Center

31 John Clark Rd, Middletown 02842

Phone: 1-855-697-4347 | Fax: 401-619-7201

Community Health Primary Office

EBCAP/East Bay Family Health Care

6 John H. Chafee Blvd., Newport

401-848-2160 www.ebcap.org

PHA (Public Housing Authority)

Rhode Island Housing

401-457-1234 | www.rihousing.com

Jamestown Housing Authority

45 Pemberton Ave. | 401-423-1561

www.newporthousing.org

Newport Housing Authority

120B Hillside Ave. | 401-847-0185

Emergency Line: 847-3134

www.newporthousing.org

Portsmouth Housing Authority

2368 East Main Rd. | 401-683-3173

www.portsmouthri.com/207/Housing-Authority

Tiverton Housing Authority

99 Hancock St. | 401-624-4748

WIC (Women, Infants & Children)

Newport:

East Bay Community Action

6 John H Chafee Blvd., | 401-619-5970

Tiverton:

East Bay Community Action

1048 Stafford Rd. | 401-625-1364

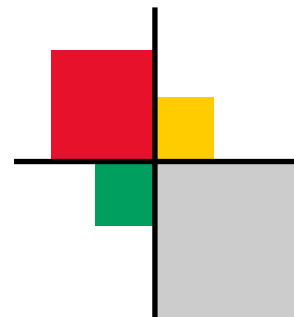
Regional POINT (Information, referrals, and long-term care options to seniors & adults with disabilities)

MAIN #: 401-462-4444

Child & Family Services of Newport County

31 John Clark Rd., Middletown | 401-849-2300

childandfamilyri.com





Region 10: Newport County RI Community Food Bank Members

This is a complete listing of member agencies in this region. These are your colleagues across all available services. To find agencies providing emergency food assistance (pantries or meals) direct to the public, please visit the Food Bank website for the most up-to-date information. www.rifoodbank.org → Find Food

*This list is **not** intended for referrals. Please do not use it with your guests.*

Little Compton

Little Compton Pantry
115 East Main Rd., 02837 // Contact: Jennifer Holeyka | (401)592-0403 | jratom333@aol.com

Newport

Community Baptist Church Meal Site
40 Dr. Marcus Wheatland Boulevard 02840
Contact: Veronica Mays | (401)847-1707
conaky.writer@gmail.com

East Bay Community Action Newport Pantry
19 Broadway, 02840 // Contact: Judy Macedo
(401) 847-7821 | jmacedo@ebcap.org

EBCAP Pell School Back Pack Program
NFCOZ @ Pell School, 35 Dexter Street 02840
Contact: Christine Arouth | (401)842-1925
christinearouth@npsri.net

Martin Luther King Center Pantry & Meal Site
20 Dr. Marcus Wheatland Boulevard 02840
Contact: Edward Crowley | (401)846-4828
ecrowley@mlkccenter.org

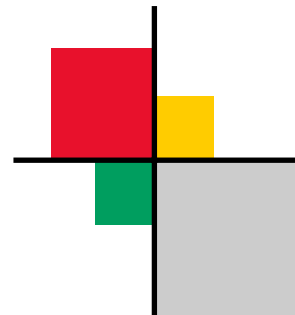
Newport Community School Pantry
55 Broadway, 02840 // Contact: Tracy Shea
(401)848- 5923 | tshea@newportcommunityschool.org

Salvation Army Newport Corps' Food Pantry & Meal Site
51 Memorial Boulevard, 02840 // Contact: Major Carol Dupree | (401)846-3234
Carol.Dupree@USE.SalvationArmy.org

SVDP St. Joseph Church Pantry
5 Mann Avenue, 02840 // Contact: Vicki Walsh
(401)369-1613 | svdpstjoes@gmail.com

Tiverton

East Bay Community Action Program Tiverton Pantry 1048 Stafford Road 02878 // Contact: Judy Macedo (401)625-5134 | jmacedo@ebcap.org





How to Make Quality Referrals for Basic Needs Assistance

These suggestions are intended for use by staff and volunteers working in pantries or meal sites that may not have a lot of expertise in helping their guests know where to find the additional supports they may need.

Consider these scenarios:

- A new guest comes in and needs food. She just lost her job and faces foreclosure and has never used any basic needs services. What can you do to guide her?
- Someone has a specific need (diapers for her baby or help with fixing a boiler). She doesn't know where to go. You call 2-1-1 but can't get through or you don't know of anything in the area of the person needing the assistance. Now what?
- One of your "regulars" says that same tale of woe every time you see her/him. You make suggestions but there always seems to be some reason why those are not going to work. You know assistance is available but get frustrated because no progress is ever made, or no solution ever happens.

It's possible that you will have any or all of these experiences (and lots more) while providing food assistance. Those experiences become more challenging when you consider your program. Perhaps you're located in a rural area or town with limited services. Perhaps your program is only open once or twice a month, so you don't see your guests very often. Maybe you have very little experience with programs offering social services or have limited knowledge of the basic needs assistance programs available. Or maybe you know about the programs, but don't really know or understand the eligibility guidelines; both you and the guests may be frustrated trying to figure them out!

You want to help – after all, you dedicate many hours to your work in your food assistance program. You really are a caring and empathetic person. But sometimes, that doesn't seem like enough.

Basic components in successfully making good referrals:

1. Learning the specific details – demographics and such
2. Listening – actively
3. Questioning – effectively
4. Knowing what services are available
5. Advising – when it's time
6. Listening – sometimes that's just what people need
7. Remaining patient, kind, and respectful

The following pages offer some suggestions.



1. Learning the specific details

Perhaps the easiest (but significant) details to learn will be those asked on most application forms:

Demographics	Needs	Services
<ul style="list-style-type: none"> • Zip code (current or moving to) • How many in the household (how many people affected)? • Age(s) • Gender(s) • Disability or health factors • Specific dietary needs • Languages spoken 	<ul style="list-style-type: none"> • Do you have enough food? • Do you have income or need cash assistance? • Do you have shelter? Need housing? Are you homeless? Where do you stay? Is this a stable situation? Is it violent; are you safe? • Do you have heat? • Do you have health insurance or need health care? • Do you have access to transportation? Is it reliable? • Do you need clothing? • Are you employed? Do you need additional work? • Do you need childcare? • Do you need substance abuse recovery support? Rehabilitation services? 	<ul style="list-style-type: none"> • What assistance do you already receive? <ul style="list-style-type: none"> • SNAP (food stamps)? • SSI (disability)? • Medicare/Medicaid? • General assistance? • RI Works (welfare)? • LIHEAP (heating assistance)?

2. Listening actively

It is important to make a conscious effort to hear and understand what the person is saying. This involves more than just the words. It includes the way they say it, their body language, and other underlying messages. Remember, while the content may be important, the underlying emotional message is also significant.

- *Pay attention:* Look at the speaker, put aside distractions, don't mentally prepare the "answers," watch the person's body language
- *Show that you are listening:* Nod occasionally, smile and use facial expressions, avoid interrupting
- *Provide feedback:* Reflect what the person is saying, ask clarifying questions, when necessary, summarize what the person has said
- *Defer Judgment:* Don't interrupt with counter arguments; allow the speaker to completely finish each point before asking questions
- *Stay relaxed:* Keep an open posture
- *Respond Appropriately:* Be candid and honest, be respectful, avoid patronizing or dismissive comments
- *Ask yourself:* What is the person's thinking message & what is their feeling message?

3. Questioning effectively

Asking the right questions will be at the heart of making a useful referral. You don't want to be intrusive, but you do want to clarify what it is the person actually needs or wants. Sometimes the best question might directly be, "what is it that you need?" Here are some tips to help get to the heart of the matter. What they may ask for initially may be the "safe" question, but what they really need or want might surface only after some additional questioning/listening.



- *Ask open-ended questions:* You want more than a simple yes or no response. Try to elicit longer answers by starting with phrases such as, tell me... how was...what happened when...describe...what did...what else...
- *Funnel questions:* Start with a general question and then hone in on a point in the answer in order to get more detail. These questions can help to diffuse a heated situation or angry stance.
- *Probing questions:* Gain clarification and draw out information. Perhaps the easiest thing is to get the person to give you an example of what they specifically mean.
- *Leading questions:* Use paraphrasing, offer 2 options and get them to choose. Ask “do you agree” or other types of questions that will guide the situation to a clear resolution.

4. Knowing what services are available

Consider your time and resources and available space. How do you best function? What will help you to remember what is available?

- Make your own reference book with most critical numbers always available.
- Read the “Community Resources” section of the Food Bank weekly e-blast.
- Create a bulletin board, rack of brochures, flyers, and other materials to show or give your guests.
- Create a file cabinet for each service.
- Develop a contact list of colleagues (buddy list) who can help you find what you need.

5. Advising

When you have enough clear information, this is when you can make the specific referral to a service or phone number or agency. Be sure to assess whether this gets to what the person was really asking for.

6. Listening

Sometimes people just want to tell their story. They may think the only way to get your attention is to appear to have a specific need or a problem to be solved. In fact, they may just need someone to talk to or to listen to them. They don’t really want someone to “save” them or problem-solve for them or help them, but rather understand their concerns and hear their fears.

7. Remaining patient, kind, non-judgmental, and respectful

In every situation, it will be important to remember that you are dealing with people who may be stressed out, frightened, worried, depressed, mentally fragile but who are also likely resilient, strong, and determined. They are people in difficult situations that may not be of their own making.

- Avoid focusing too much on specifics or confronting inconsistencies. Try to create a trusting relationship.
- Maintain dignity and respect – try to focus on what you like about the people you are working with.
- Develop patience. Use a calm voice and ask questions like “What do you need?” or “How can I help you?”
- Maintain a welcoming atmosphere.

Community Resources on the Food Bank's website!

Need help finding community resources and information to help you make quality referrals to guests? Go to:

<https://rifoodbank.org/agency-resources/community-resources>

FAMILY ELIGIBILITY FOR PUBLIC ASSISTANCE PROGRAMS MONTHLY INCOME LIMITS

As of December 2021

Family Size	RI Works Unearned ¹	SNAP ²	WIC ³	Subsidized Child Care ⁴	Rite Care/Share Parent	Rite Care/Share Children	Rite Care/Share Pregnant Women ⁵
1	\$426	\$1,986	N/A	N/A	\$1,513	\$2,855	N/A
2	\$584	\$2,686	\$2,686	\$2,903	\$2,047	\$3,861	\$3,745
3	\$721	\$3,386	\$3,386	\$3,660	\$2,580	\$4,868	\$4,721
4	\$825	\$4,085	\$4,085	\$4,417	\$3,114	\$5,874	\$5,698
5	\$929	\$4,785	\$4,785	\$5,173	\$3,647	\$6,881	\$6,674
6	\$1,033	\$5,485	\$5,485	\$5,930	\$4,181	\$7,887	\$7,650
7	\$1,137	\$6,185	\$6,185	\$6,687	\$4,714	\$8,893	\$8,626
8	\$1,241	\$6,885	\$6,885	\$7,443	\$5,248	\$9,900	\$9,602

- Children, parents and pregnant women who have income above the Rite Care/Share income limit can buy health insurance coverage through HealthSource RI and receive help paying for the premium.

Resource Limits

RI Works: \$1,000
 SNAP: None
 WIC: None
 Child Care: Rite Care/Share: None

For more details about eligibility go to the relevant page of the Guide: www.economicprogressri.org/guide

1 The unearned income limit for people living in public or subsidized housing is \$65 less than the limits shown in the chart.

2 There is also a "net income" limit for SNAP benefits. For households with a disabled or senior family member, there is no gross income test, just a net income limit.

3 For WIC a pregnant woman counts as two. Children and pregnant women receiving Rite Care are considered "Income eligible" for WIC.

4 There is a higher "exit income limit" for CCAP, so that parents can earn more once they are eligible for CCAP and not lose eligibility.

5 A pregnant woman counts as a household size dependent on the number of babies she is carrying. For example, a single woman pregnant with twins counts as a household size of three. A parent of one child who is pregnant with twins is a household size of four, for both her eligibility and the eligibility of her child

FAMILY ELIGIBILITY FOR PUBLIC ASSISTANCE PROGRAMS
YEARLY INCOME LIMITS
as of December 2021

Family Size	RI Works Unearned ¹	SNAP ²	WIC ³	Subsidized Child Care ⁴	Rite Care/Share Parent	Rite Care/Share Children	Rite Care/Share Pregnant Women ⁵
1	\$5,112	\$23,828	N/A	N/A	\$18,161	\$34,261	N/A
2	\$7,008	\$32,227	\$32,227	\$31,356	\$24,562	\$46,337	\$44,944
3	\$8,652	\$40,626	\$40,626	\$39,528	\$30,964	\$58,414	\$56,657
4	\$9,900	\$49,025	\$49,025	\$47,700	\$37,365	\$70,490	\$68,370
5	\$11,148	\$57,424	\$57,424	\$55,872	\$43,766	\$82,566	\$80,083
6	\$12,396	\$65,823	\$65,823	\$64,044	\$50,168	\$94,643	\$91,796
7	\$13,644	\$74,222	\$74,222	\$72,216	\$56,569	\$106,719	\$103,510
8	\$14,892	\$82,621	\$82,621	\$80,388	\$62,971	\$118,796	\$115,223

*** Children, parents, and pregnant women who have income above the Rite Care/Share income limit can buy health insurance coverage through HealthSource RI and receive help paying for the premium.**

Resource Limits

RI Works: \$1,000
 SNAP: None
 WIC: None
 Child Care: \$10,000 liquid assets
 Rite Care/Share: None

For more details about eligibility go to the relevant page of the Guide: www.economicprogressri.org/guide

¹The unearned income limit for people living in public or subsidized housing is \$65 less than the limits shown in the chart.

²There is also a "net income" limit for SNAP benefits. For households with a disabled or senior family member, there is no gross income test, just a net income limit.

³For WIC a pregnant woman counts as two. Children and pregnant women receiving Rite Care are considered "Income eligible" for WIC.

⁴There is a higher "exit income limit" for CCAP, so that parents can earn more once they are eligible for CCAP and not lose eligibility.

⁵ A pregnant woman counts as a household size dependent on the number of babies she is carrying. For example, a single woman pregnant with twins counts as a household size of three. A parent of one child who is pregnant with twins is a household size of four, for both her eligibility and the eligibility of her child

A Quick Guide to Immigrant Eligibility for ACA and Key Federal Means-tested Programs

Information current as of APRIL 2018*

FOR MORE DETAILED INFORMATION: immigrant eligibility for federal programs, www.nilc.org/table_ovrw_fedprogs/; medical assistance programs, www.nilc.org/wp-content/uploads/2015/11/med-services-for-immis-in-states.pdf; state-funded food assistance, www.nilc.org/state_food/; state-funded TANF replacements, www.nilc.org/guide_tanf/; state-funded SSI replacements, www.nilc.org/wp-content/uploads/2016/03/tbl9_state-ssi_2011-03_NEdelated2014-04.pdf.

PROGRAM	LAWFUL PERMANENT RESIDENTS (age 18 and over)	LAWFUL PERMANENT RESIDENTS (under age 18)	LAWFUL PERMANENT RESIDENTS (pregnant women)	REFUGEES, ASYLEES, VICTIMS OF TRAFFICKING, OTHERS ¹	LAWFULLY PRESENT INDIVIDUALS	UNDOCUMENTED IMMIGRANTS and DACA RECIPIENTS ² (including children and pregnant women)
	If entered the U.S. on or after August 22, 1996					
ACA – Health Care Reform Subsidies (premium tax credits and cost-sharing reductions)	Eligible	Eligible	Eligible	Eligible	Eligible	Not eligible Also not eligible for full-priced health insurance in the Exchange marketplace
SNAP	Not eligible until after 5-year waiting period or have credit for 40 quarters of work	Eligible	Not eligible until after 5-year waiting period or have credit for 40 quarters of work	Eligible	Not eligible	Not eligible
MEDICAID	Not eligible until after 5-year waiting period ³	State option ⁴ to provide without a 5-year waiting period ³	State option to provide without a 5-year waiting period ³	Eligible ⁵	State option for children under 21 and pregnant women only	Eligible only for emergency Medicaid
CHIP	Not eligible until after 5-year waiting period	State option to provide without a 5-year waiting period	State option to provide without a 5-year waiting period	Eligible	State option for children under 21 and pregnant women	Not eligible
TANF	Not eligible until after 5-year waiting period ⁶	Not eligible until after 5-year waiting period ⁶	Not eligible until after 5-year waiting period ⁶	Eligible ⁵	Not eligible	Not eligible
SSI	Not eligible until after 5-year waiting period and have credit for 40 quarters of work or meet another exception	Not eligible until after 5-year waiting period and have credit for 40 quarters of work or meet another exception	Not eligible until after 5-year waiting period and have credit for 40 quarters of work	Only eligible during first 7 years after status is granted	Not eligible	Not eligible

* This table was last updated in September 2015. The information in it was reviewed and is current as of April 2018.

¹ Also includes Cuban/Haitian entrants, Amerasian immigrants, Iraqi or Afghan special immigrants, and individuals granted withholding of deportation or removal.

² DACA is the acronym for Deferred Action for Childhood Arrivals.

³ In a few states, remain ineligible after 5 years unless have credit for 40 quarters of work history or are a veteran, active duty military, or his or her spouse/child.

⁴ Eligible if receiving federal foster care.

⁵ A few states terminate Medicaid to humanitarian immigrants after a 7-year period, and/or TANF after a 5-year period.

⁶ At least a dozen states use their maintenance-of-effort funds to provide TANF without a waiting period.



Food Assistance

SNAP – Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program, or SNAP, provides a monthly benefit for the purchase of food items through an Electronic Benefits Transfer card (EBT). The card is used at participating supermarkets and convenience stores. The monthly benefit amount depends on countable income certain expenses, and household size.

Most families and individuals who fall below the program’s income guidelines are eligible for SNAP (formerly the Food Stamp Program).



Income Guidelines (October 1, 2022— September 30, 2023)

People in household	1	2	3	4	5	6	Each Additional
Gross monthly Income	\$2,096	\$2,823	\$3,552	\$4,279	\$5,006	\$5,735	\$729

For those below this income guidelines eligibility for SNAP Benefits is based on household income and expenses.

*** Eligibility guidelines for seniors & people with disabilities requires more information. If the income is above these limits, people may still be eligible. ***

See next pages for additional information

For more details on current guidelines, also visit:

- RI Community Food Bank: <http://www.rifoodbank.org>
- RI DHS Website: <http://www.dhs.ri.gov/Programs/SNAPeligibility.php>
- Economic Progress Institute: <http://www.economicprogressri.org/index.php/snap>
- USDA/FNS Eligibility details: <https://www.fns.usda.gov/snap/eligibility>

Some SNAP policies have been temporarily modified due to COVID-19.

Information in this directory is current as of January 2023.

For additional SNAP & WIC information, visit the RICFB SNAP Resources page by scanning the QR Code here, or

visit <https://rifoodbank.org/what-we-do/food-bank-programs/snap>



WIC



SNAP



Additional Food Assistance Services

Farm Fresh RI—Bonus Bucks

SNAP/EBT Cards can be used to purchase fresh food at many local Farmer's Markets. Bonus Bucks are currency for fresh food from local farms and producers at RI farmers markets.

For every dollar you swipe with EBT, you'll get a free dollar in Bonus Bucks for buying fresh fruits and vegetables. Double your SNAP! Bonus Bucks do not expire. SNAP recipients take the EBT card to the Farm Fresh table at participating markets and receive extra money for fresh food.

SNAP EBT cards can also be used for CSA (Community Supported Agriculture) subscriptions as well.

For more details and Farmer's Market locations, contact:

Farm Fresh Rhode Island, (401) 312-4250

Or visit <https://guide.farmfreshri.org>



Food on the Move

Food on the Move is a program that brings year-round, discounted, mobile, fresh fruit and vegetable markets directly into neighborhoods. Food on the Move was created to address the major barriers to eating more fruits and vegetables that were identified through a needs assessment in Rhode Island. These barriers include: the high cost of fresh fruits and vegetables, little time to shop due to hectic lifestyles, and limited access to and poor quality of fruits and vegetables in low-income neighborhoods. Visit: https://riphi.org/cpt_programs/food-move for locations and schedule.

Meals on Wheels—Rhode Island

70 Bath Street, Providence, 02908 • (401)351-6700 • info@rimeals.org • <http://rimeals.org>

Meals on Wheels of Rhode Island delivers meals to seniors and home bound across the state. They also provide a congregate dining program in Providence and emergency response systems to those in need.

Homebound Delivery Eligibility: There are 4 basic requirements that need to be met in order to be considered for the delivery Meal Program.

- The person must be unable to cook because of a physical or psychological reason.
- The person must live alone or have no help preparing meals during the day.
- The person must be 60 years of age or older or be on a DEA or DHS Waiver program.
- The person must be homebound and unable to get out on their own.

For more information, delivery details, or exceptions, visit:

<http://www.rimeals.org/programs>

Also see **Appendix F** for additional senior Nutrition Program meal sites across the state.

RI Delivers Website—Delivery Options

This is a Rhode Island state website that provides a detailed list of delivery resources and food assistance.

Visit: <http://ridelivers.ri.gov>

RI Community Food Bank Food Assistance List

To locate RI Community Food Bank Member Agency food pantries or meal sites across Rhode Island, visit the interactive map on the Food Bank website

www.rifoodbank.org → **FIND FOOD** → **Food Assistance List & Interactive Map**

Contact 2-1-1

To locate additional food assistance services, contact 2-1-1 or visit www.uwri.org/2-1-1



Housing & Utilities Programs

Public Housing and Section 8 Vouchers

<https://www.rihousing.com/renters/#renter-programs-mobile>

Housing Choice Voucher Program

The Section 8 Housing Choice Voucher Program is the federal government’s major program for helping eligible families, senior citizens, and individuals with disabilities afford safe, healthy homes in their community.

Section 8 Subsidized Apartments

The Section 8 Subsidized Apartment Rental Assistance is a federal program that helps income-eligible individuals, families, senior citizens, and individuals with disabilities to pay just 30 percent of their income towards their rent so they can afford safe, healthy homes.

Local Public Housing Authorities (PHAs) own and manage developments and administer Section 8 vouchers, which allow households to rent in the private market. **Waiting lists exist for both types of subsidized housing.** Applicants can apply for units and vouchers in more than one community. A PHA (Public Housing Authority) may have a preference list for the types of households that would be a priority for a unit or voucher.

RI Public Housing Authorities: <https://www.rihousing.com/public-housing-authorities>

Who Qualifies?

- Elderly
(Age 65 or older)
- Persons with disabilities
- Families who meet income guidelines

Centralized Waiting List:

In December 2017, RIHousing and the Public Housing Association of Rhode Island (PHARI) launched a centralized waiting list (CWL) for the Housing Choice Voucher Program. This online system provides applicants with access to numerous HCVP waiting lists through a single application.

If you are interested in the Housing Choice Voucher Program, please visit www.waitlistcentralRI.com and select “applicant login” to create an account and apply. Applicants requiring assistance completing an application may contact Rhode Island Housing at 844-459-3600 or via email at waitlist@rihousing.com. To request a reasonable accommodation, please call 401-457-1288. Hearing impaired applicants may call our TTY number at 401-450-1394.

Not all of Rhode Island’s Public Housing Authorities (PHAs) participate in the CWL. Those interested in applying for a Housing Choice Voucher in a community not participating in the CWL should contact the PHA for that city or town.

CAP Agencies in various communities can also offer various types of housing assistance. Each CAP agency offers something different, so check with the agency in your community. To find the location nearest you, see Appendix A or visit: <https://www.ricomunityaction.org/member-services/default.aspx>



Maintaining Shelter and Housing

Rhode Island Housing

44 Washington Street, Providence, 02903 | 401-457-1234 | Toll Free: 800-427-5560

TTY: 401-450-1394 | Para Español: 401-457-1122 | www.rihousing.com

Rhode Island Housing strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs.

Rhode Island Housing HelpCenter

<https://www.rihousing.com/homeowner-assistance>

The Rhode Island Housing HelpCenter provides a safe place for advice and education about protection from foreclosure or coping with the loss of home. The HelpCenter's trusted, trained counselors will assess the situation and provide advice, education or referrals. Counseling services are **FREE** and confidential. Start by completing the Financial Information Package available at the [link](#) above. For assistance in completing the package, contact the HelpCenter by calling: **401-457-1130**

Rhode Island Legal Services

<http://www.rils.org/>

Call RILS for legal assistance for residents at-risk of eviction and homeowners at risk of foreclosure. Access legal aid by calling **401-274-2652**.

Emergency Housing Assistance—*Immediate assistance in an emergency or temporary crisis*

United Way 2-1-1 in Rhode Island is a 24/7 social and human services helpline that offers free and confidential referrals to programs and services throughout the states.

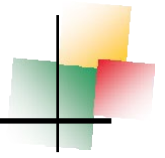
Dial 2-1-1 for immediate assistance from a specialist or visit <https://www.uwri.org/2-1-1>

Homeless or at risk of homelessness?

Please call the RI Coordinated Entry System: **401-277-4316**

Additional supportive housing information can be found by researching:

- Supportive Housing Programs (Safe Havens, Transitional & Permanent housing)
- CoC Rental Assistance Program
- Housing Opportunities for Persons with AIDS (HOPWA) Program
- Or by calling 2-1-1 or visiting: <https://www.uwri.org/2-1-1>



Low Income Utilities Programs

The Rhode Island Office of Energy Resources oversees low-income heating assistance and energy efficiency programs to help Rhode Island families cope with the high cost of home energy bills. These programs are available to the low-income, elderly, and disabled.

Discount Rate Program—National Grid

For residential customers who meet both of the requirements listed below may be eligible for a discount on their monthly electric bill and gas call **1-800-322-3223**.

- Head of the household or principal wage earner.
- Presently receiving Supplemental Security Income (SSI), or eligible for the low-income home energy assistance program, or receive one of the following: Medicaid, SNAP, General Public Assistance (GPA) or Rhode Island Works (RIW).

Home Energy Assistance (HEAP)

HEAP is assistance with heating and energy bills.

- Applications taken from September through May each year
- Eligibility based on household income (Residents at or below 60% of RI median income)
- SNAP recipients usually also qualify for HEAP
- Payments on client's behalf to help with energy bills or restore gas or electric service

(See next page for eligibility guidelines and application information.)

Weatherization Assistance Program (WAP)

WAP helps low-income households reduce heating bills by providing whole house energy efficiency (also called weatherization). Tenants (with landlord approval) and homeowners are eligible for weatherization.

- Assistance available year round
- Pre-qualify through HEAP
- Have not had an energy audit in the last 10 years.



Appliance Management Program (AMP)

AMP provides a home visit with a CAP auditor who will review client electric bills and energy use. The auditor will then give ideas to help save energy and money as well as replace inefficient refrigerators and freezers, replace incandescent light bulbs with compact fluorescent light bulbs, and install devices to reduce hot water use.

- Assistance available to those who qualify for HEAP or if currently paying A60 electric utility rates.

ALL HEAP Applications **must be** made through the resident's local **Community Action Programs (CAPs)** — See Appendix A for complete list.

FY 2022 Low Income Guidelines (November 2022 - March 2023)

- Home Energy Assistance Program (HEAP)
- Weatherization Assistance Program (WAP)
- Appliance Management Program (AMP)

Household Size	12 Month Income	3 Month Income	1 Month Income
1	\$34,039	\$8,510	\$2,837
2	\$44,512	\$11,128	\$3,709
3	\$54,986	\$13,747	\$4,582
4	\$65,460	\$16,365	\$5,455
5	\$75,933	\$18,983	\$6,328
6	\$86,407	\$21,602	\$7,201
7	\$88,371	\$21,837	\$7,364
8	\$90,335	\$22,584	\$7,528
9+	Contact local CAP for additional levels		

For most current guidelines and other resources, also visit:

- HEAP Info: <http://www.dhs.ri.gov/Programs/HEAPProgramInfo.php>
- WAP: <http://www.dhs.ri.gov/Programs/WAPProgramInfo.php>
- National Grid Rhode Island: <https://www.nationalgridus.com/RI-Home/Rates/Service-Rates>
- Heating System Repair/Replacement: <http://www.dhs.ri.gov/Programs/HSRProgramInfo.php>

Good Neighbor Energy Fund: provides energy assistance to Rhode Islanders in temporary crisis who cannot pay their energy bills (<https://uwri.org/gnef> or 211)

Keep the Heat On: a heating assistance program run by the Dioceses of Providence (<http://www.heatri.com/> or (401) 421-7833)

Telephone Assistance

Several companies offer free or reduced services to individuals or families on public assistance. Services vary by provider. For more information, call 2-1-1 or visit <http://uwri.org/get-help-2-1-1>.



Internet (broadband) benefits

- **Cox Connect 2 Complete** offers a reduced internet charge for Cox customers with students' grades K-12. Families are eligible if they have the following benefits:

- National School Lunch
- SNAP
- TANF
- Head Start
- WIC
- Low Income Home Energy Assistance Program (LIHEAP)
- Public Housing

Go to www.cox.com/residential/internet/connect2compete.html

Verizon Lifeline Broadband offers a reduced internet charge for households on:

- SNAP
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit

Go to www.lifelinesupport.org.

Federal Emergency Broadband Benefit Program

Basics:

The Emergency Broadband Benefit provides:

- up to \$50/month discount for broadband service
- up to \$75/month discount for households on qualifying Tribal lands; and a one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than \$10 but less than \$50 toward the purchase price.

The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per household.

Who is Eligible?

A household is eligible if a member of the household meets one of the criteria as follows:

- Has an income that is at or below 135% of the [Federal Poverty Guidelines \[aspe.hhs.gov\]](https://www.aspe.hhs.gov) or participates in certain assistance programs, such as SNAP, Medicaid, or Lifeline
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program or did so in the 2019-2020 school year
- received a Federal Pell Grant during the current award year
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or meets the eligibility criteria for a participating broadband provider's existing low-income or COVID-19 program

Go to www.getemergencybroadband.org or call 1-833-511-0311



Healthcare & Medical Assistance

COVID-19 Information and Updates

Info Line: **401-222-8022** | Info Website: covid.ri.gov

Use this resource to find current information and to find and schedule COVID-19 testing.

Free Medical Services for Uninsured people

Rhode Island Free Clinic

655 Broad St., Providence 02907

401-274-6347

[www. RIFreeClinic.org](http://www.RIFreeClinic.org)

Rhode Island Free Clinic's mission is to provide free, comprehensive medical care and preventive health services to adults who have no health insurance and cannot afford those services, and to serve as an educational training site for aspiring health care professionals.

Clínica Esperanza / Hope Clinic

60 Valley St., Suite 104, Providence 02909

401-347-9093

www.aplacetobehealthy.org

The clinic provides **Primary Care** with a focus on prevention and health maintenance for **uninsured adults**. Clinic visits are by appointment. In addition to primary care, they assist patients with access to medication and referrals for specialty care as well as series of programs to help patients make lifestyle changes necessary to improve their overall health.

Community Health Services

See Appendix D for Complete List

Rhode Island Health Center Association

<http://www.rihca.org>

401-274-1771

This association provides a listing of community health centers, including medical and dental care to the uninsured.

Rite Resources

www.eohhs.ri.gov/Consumer/Healthcare/RiteResources.aspx

Rite Resources is a new website that is designed for hospital discharge planners, patients, and their families. The goal of *Rite Resources* is to provide better information on the availability of services provided by nursing homes, assisted living facilities, home care agencies and adult daycare agencies.

Rhode Island Department of Health— Health & Wellness Services Listing

<http://www.health.ri.gov/healthandwellness>



Mental Health and Drug Treatment Resources

Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH) – State of Rhode Island

14 Harrington Rd., Cranston 02920 | 401-462-3421 | <http://www.bhddh.ri.gov>

BHDDH is committed to assuring access to quality services and supports for Rhode Islanders with developmental disabilities, mental health and substance abuse issues, and chronic long term medical and psychiatric conditions.

Mental Health Service Locations in Rhode Island:

<http://www.bhddh.ri.gov/mh/help.php>

Behavioral Health Treatment Services Locator:

<https://findtreatment.samhsa.gov/>

BH Link <https://www.bhlink.org>

Hotline: 401-414-5465

Address: 975 Waterman Ave. East Providence, RI 02914

BH Link is a behavioral health facility designed to provide immediate assistance to a person in crisis by providing crisis intervention services and connecting people to ongoing treatment and care. Call the Hotline or visit the Triage Center to be connected to services for someone experiencing a behavioral healthcare crisis.

The Substance Use and Mental Health Leadership Council of RI

The mission of the Substance Use and Mental Health Leadership Council of RI is to promote a collaborative, coordinated system of high quality, comprehensive community-based mental health and substance abuse prevention and treatment services.

For More Information:

<https://www.sumhlc.org/>

Prescription Drug Assistance

Rhode Island RX

<http://rirx.com/about.php>

A discount prescription drug card provides savings up to 75% on FDA approved prescriptions at pharmacies across the country, including brand and generic medications.

Who Qualifies? **All** Rhode Island residents are eligible to get pharmacy discounts through this program. The program can be used to supplement most health insurance plans including Health Savings Accounts (HSA) and High Deductible Plans. It can also be used as a Medicare Part D supplement by providing discounts on non-covered drugs.

Income and Resource Limits: There are no age, income, or resource requirements.

How to Apply: Enroll online or get cards from the Food Bank. The RI Rx Card program is free.



More Medical Services...

A comprehensive and up-to-date listing of medical assistance services and eligibilities can be found in the “Guide to Assistance” from the Economic Progress Institute

[<http://economicprogressri.org/index.php/guide-to-assistance-full-listing-all-programs/>]

These programs are detailed in that listing:

- **Community Health Centers**
<http://www.economicprogressri.org/index.php/community-health-centers/>
- **Community Mental Health Centers**
<http://www.economicprogressri.org/index.php/community-mental-health-centers-4/>
- **Dental Care** - <http://www.economicprogressri.org/index.php/dental-care/>
- **Emergency Medical Assistance**
<http://www.economicprogressri.org/index.php/emergency-medical-assistance/>
- **Free Clinics** - <http://www.economicprogressri.org/index.php/free-clinics/>
- **General Public Assistance Medical (GPA)**
<http://www.economicprogressri.org/index.php/general-public-assistance-gpa-4/>
- **Hospital Free Care** - <http://www.economicprogressri.org/index.php/hospital-free-care/>
- **Hospital-based Primary Care**
<http://www.economicprogressri.org/index.php/hospital-based-primary-care/>
- **Katie Beckett Program** - <http://www.economicprogressri.org/index.php/katie-beckett-program-2/>
- **Medicaid – adults 19-64** - <http://www.economicprogressri.org/index.php/medicaid-adults-age-19-64-4/>
- **Medicaid – Adults 65+ and people with disabilities**
<http://www.economicprogressri.org/index.php/medicaid-adults-65-and-older-people-with-disabilities/>
- **Medical Assistance for women with breast or cervical cancer**
<http://www.economicprogressri.org/index.php/medical-assistance-for-women-with-breast-cancer-4/>
- **Medicare Premium Payment Programs**
<http://www.economicprogressri.org/index.php/medicare-premium-payment-program/>
- **Other Health Coverage** - <http://www.economicprogressri.org/index.php/other-health-coverage/>
- **Prescription Assistance** -
<http://www.economicprogressri.org/index.php/prescription-assistance-program-ri-rx-card-2/>
- **RI Pharmaceutical Assistance for Elderly Program** -
<http://www.economicprogressri.org/index.php/ripae-program-2/>
- **Rite Care/Rite Share** - <http://www.economicprogressri.org/index.php/health-insurance-for-families-and-pregnant-women-rite-care-rite-share-and-affordable-coverage-through-health-source-ri-4/>

We’ve pulled out a few of the important basic needs programs here for your convenience. We recommend that you use this list with the **Monthly Resources** available from our website. We offer information on medical, dental, and mental health.

Medicare Premium Payment Program

These programs pay for some of the cost of Medicare for seniors and people with disabilities who are not otherwise eligible for Medical Assistance.

- Who Qualifies? People that have Medicare Part A. Must be citizen or qualified immigrant.
- Income and Resource Limits: The resource limit is \$7,970 for an individual and \$11,960 for a couple. The home in which the person lives, and a car used to get to medical treatment, does not count.
- How to Apply: Contact the local DHS Office.

For additional information and monthly guidelines, visit: <http://economicprogressri.org/index.php/medicare-premium-payment-program/>



Healthcare Insurance

HealthSource RI (HSRI)

Contact Center: 401 Wampanoag Trail, East Providence 02915 | 1-855-840-4774

<http://www.healthsourceri.com>

HealthSource RI is the state's health insurance marketplace where Rhode Islanders can compare affordable health plans and purchase coverage that meets their health care needs and budget. When a family/individual applies for health insurance coverage through HealthSource RI, they will first be assessed for eligibility for Rite Care and Medicaid programs that provide free comprehensive health insurance (see below). If income is above the Rite Care/Medicaid limits, they will be assessed for eligibility for help paying for commercial health insurance provided through HSRI (low-cost insurance). Applicants can apply on-line *We recommend they meet with a Navigator in their community for help applying for coverage and enrolling in a Health Plan.* Call **2-1-1** to find a Navigator near you.

Locating a Navigator

A Navigator will help individuals enroll in coverage and purchase a plan. To find a navigator, call 2-1-1.

These health insurance programs are now accessed through HealthSource RI

➤ **RiteCare**

RiteCare is for families or pregnant women with low income. All family members may be eligible for Rite Care (Medicaid). For families with moderate income, children will be eligible for Rite Care and the parent(s) may be able to enroll in coverage through HealthSource RI and receive federal and state assistance to help buy a commercial health insurance plan. Similarly, pregnant women may be eligible for Rite Care/Rite Share if income is within the limits or for help purchasing commercial coverage.

➤ **Medicaid—Adults Aged 19-64**

This program provides comprehensive medical coverage to low-income adults age 19 – 64 who are not caring for children. Income must be less than 138% of the federal poverty level which is \$17,774 for a single adult. There is no resource test for eligibility.

Medicaid - Adults over 65 and people with disabilities

Medicaid provides comprehensive medical coverage to seniors (age 65+) and people with permanent disabilities. People receiving [SSI](#) benefits automatically qualify for Medical Assistance. Apply at the local DHS Office.

Senior Health Insurance Program (SHIP)

<http://www.oha.ri.gov/SHIP/> | 1-888-884-8721 TTY 401-462-0740

SHIP volunteers and staff are trained to help older adults and adults with disabilities understand their health care options.

See webpage for community phone numbers.

The Point—RI's healthy aging helpline **401-462-4444**

Additional Services

Recommendation

Through weekly e-blasts, seasonal toolkits, and monthly updated resources lists, the Community Resources Coordinator will provide up-to-date information on a number of basic needs services. Many updates can also be found in the “Guide to Assistance” at www.economicprogressri.org/

This is a quick guide where you can locate more information in specific areas:

Be sure to visit the Member Agencies section of the Food Bank website for links, toolkits, and information.

www.rifoodbank.org

Child Care

Bright Stars: (401) 739-6100 <http://www.brightstars.org/>

Child Care Assistance Programs: <http://economicprogressri.org/index.php/child-care-assistance-program-3/>

Head Start Association: <http://www.earlylearningri.org/parents-families/ri-head-start-early-head-start%C2%A0programs>

Employment / Income

RIDE: College & Career Readiness: <http://www.ride.ri.gov/InsideRIDE/RIDEOffices/CollegeandCareerReadiness.aspx>

Governor’s Workforce Board: <http://www.gwb.ri.gov/>

RI Dept. of Labor & Training: <http://www.dlt.ri.gov/>

RI Job Seeker Services: <https://www.employri.org/vosnet/Default.aspx>

RI Works: <http://www.dhs.ri.gov/programs-and-services/ri-works-program>

NetworkRI: <http://www.networkri.org/>

SNAP Employment & Training: <http://risnapet.org/>

Financial Services

Capital Good Fund: (866)584-3651 <http://www.capitalgoodfund.org/>

Homeless Resources

Crossroads RI: (401) 521-2255 <http://www.crossroadsri.org/>

Operation Stand Down: (401) 383-4730 <http://osdri.org/>

RI Coalition to End Homelessness: (401)721-5685 <http://www.rihomeless.org/>



Immigrants

Catholic Charities of Providence - Office of Immigration and Refugee Services:
(401) 421-7833 www.dioceseofprovidence.org/immigration-refugee-services

Dorcas International Institute of Rhode Island: (401)784-8600 www.diiri.org

Progreso Latino: (401)728-5920 www.progresolatino.org

Refugee Dream Center: (401)300-0544 <http://www.refugeedreamcenter.org/>

Legal Services

Public Defender's Office (RIPD): (401) 222-3492 www.ripd.org

Rhode Island Legal Services: (401) 274-2652 www.rils.org

Lesbian, Gay, Bisexual, Transgender

Options Resource Magazine: www.optionsri.org/resources

Parents / Families

Rhode Island Parent Information Network: (401) 270-0101 www.ripin.org

Parent Support Network of Rhode Island: (401) 467-6855 www.psnri.org

Project Undercover: (401) 773-4250 www.projectundercover.org

Rhode Island Family Guide: www.rifamilyguide.com

Seniors & Adults with Disabilities – See QR for Senior & Disabled Toolkit here:



Tax Assistance

Volunteer Income Tax Assistance (VITA): www.irs.gov/Individuals/Free-Tax-Return-Preparation-for-You-by-Volunteers

Transportation

RI Public Transportation Authority (RIPTA): www.ripta.com

- Reduced Fare Bus Pass Program: www.ripta.com/reduced-fare-bus-pass-program-for-low-income-seniors-and-people-with-disabilities
- Seniors: www.ripta.com/seniors

MTM (Medical Transport Management): <https://www.mtm-inc.net/rhode-island/>

ADA Paratransit: www.ripta.com/ada

Where Else to Go to Find Services in RI

A General Directory List

This guide cannot cover all the bases. We encourage you to search the websites of these general basic needs' directories compiled by local, reliable sources.

United Way

<http://www.uwri.org/2-1-1/>

DIAL 2-1-1

2-1-1 is the fastest and easiest way to get information when you need it. 24 hours a day, 7 days a week for resources across the state & community. 2-1-1 is an information and referral line available 24/7/365 in 175 languages and dialects. This free and confidential service helps people connect to social services offered by health and human service providers, government agencies and community-based organizations.

- (TTY) Dial 7-1-1 to use Hamilton Relay in Rhode Island
- Toll free numbers:
TTY: 800-745-5555 | Voice: 800-745-6575 | Speech-to-Speech: 866-355-9213
- Spanish-to-Spanish: 866-355-9214 (includes Spanish-to-Spanish and translation from English to Spanish)



AskRI

<http://www.askri.org/>

[AskRI.org](http://www.askri.org/) is designed to be Rhode Island's most complete site for finding out what you need. Students, jobseekers, librarians, and educators, and the curious can all reach the information they need – with a librarian's help, by exploring our services, or through carefully chosen pages of other helpful sites.



Economic Progress Institute

<http://www.economicprogressri.org>

The Economic Progress Institute works to promote economic security for low- and modest-income Rhode Islanders and ensure tax policies are equitable and adequate to fund public services. We accomplish this through research, policy analysis, education, and advocacy.

- **Guide to Assistance**
<http://www.economicprogressri.org/index.php/guide-to-assistance-5/>





Overview of Rhode Island State Offices

The State of Rhode Island

<http://www.ri.gov/>

**Behavioral Healthcare & Developmental
Disabilities**

<http://www.bhddh.ri.gov/>

Children, Youth, & Families (DCYF)

<http://www.dcyf.ri.gov/>

Education (RIDE)

<http://www.ride.ri.gov>

Office of Healthy Aging (OHA)

<http://www.oha.ri.gov>

Emergency Management (EMA)

<http://www.riema.ri.gov>

Energy Resources

<http://www.energy.ri.gov/>

Governor's Workforce Board

<http://www.gwb.ri.gov/>

Department of Health

<http://www.health.ri.gov>

Human Services (DHS)

<http://www.dhs.ri.gov>

Labor & Training (DLT)

<http://www.dlt.ri.gov>

netWORKri One-Stop Career System

<https://dlt.ri.gov/onestop/>

Veterans Affairs

<http://www.vets.ri.gov/>

Appendix A – RI Community Action Programs (CAPs)

What do CAP agencies do?

CAP agencies provide many basic needs services. You may primarily know of them as they administer LIHEAP (Low Income Assistance Program). They offer many other critical services as well. Programs reflect the needs of the individual communities served. Some services may not be available at all agencies. Program availability is subject to change. Contact the local CAP or VISIT: <http://www.ricommunityaction.org/>

See complete list of agencies on next page.

Employment

Job Skills Training
Youth Job Programs
Micro-Business Assistance
Pre-employment testing, recruitment and training

Education

Day Care & Preschool
After School Programs
Head Start, Early Head Start, Even Start
GED and ESL Classes
Family Literacy Programs

Youth & Family Support & Development

Adolescent Self-Sufficiency
Collaborative Pregnant & Parenting Teen Programs
Youth Diversionary Program
Child Abuse & Neglect Intervention
Prison Discharge Planning

Financial Services

Information & Referral
Budget Counseling
Income Tax Preparation Assistance

Senior Services

Senior Dining & Social Center
Social Services Transportation
RSVP Volunteer Program
Job Training & Employment

Housing

Affordable Rental Properties
Housing Counseling & Placement
Housing Management
Housing Purchase, Repair, Rehabilitation
Homeless Housing
Energy & Heating Cost Assistance
Weatherization
Appliance Management
Lead Education & Outreach

Basic & Emergency Needs

Food Pantries, Meal Sites
Referral to Clothing & Furniture Banks
Rent & Mortgage Assistance
Emergency Shelter

Health

Family Health Centers
Dental Clinics
WIC/Nutrition Education
Ronald McDonald Mobile Care
The Molar Express
RI Prescription Assistance

Counseling

Individual & Family Counseling
Addiction Counseling
Mental Health Counseling
Victims of Crime & Trauma Intervention








Appendix A – RI Community Action Programs (CAPS) *(continued)*



Office lobbies may be closed to the public. Call to make an appointment.

www.ricommunityaction.org/

Communities served:

	<p>Blackstone Valley Community Action Program 32 Goff Avenue, Pawtucket, RI 02860 401-723-4520 www.bvcap.org</p>	<p><i>Pawtucket, Central Falls, Lincoln, Cumberland, Woonsocket</i></p>
	<p>Community Action Partnership of Providence 518 Hartford Avenue, Providence, RI 02909 401-273-2000 www.cappri.org</p>	<p><i>Providence</i></p>
	<p>Community Care Alliance 245 Main Street, Woonsocket, RI 02895 401-235-7000 www.communitycareri.org</p>	<p><i>Woonsocket</i></p>
	<p>Comprehensive Community Action 311 Doric Avenue, Cranston, RI 02910 401-467-9610 www.comcap.org</p>	<p><i>Cranston, Foster, Scituate, Coventry</i></p>
	<p>East Bay Community Action - Lower Bay 19 Broadway, Newport, Rhode Island 401- 847-7821 www.ebcap.org</p>	<p><i>Newport, Portsmouth, Tiverton, Middletown, Jamestown, Little Compton</i></p>
	<p>East Bay Community Action - Upper Bay 100 Bullocks Point Avenue, Riverside, RI 02915 401-437-1000 www.ebcap.org</p>	<p><i>East Providence, Warren, Bristol, Barrington</i></p>
	<p>Tri-County Community Action Agency –Southern 1935 Kingstown Road, Wakefield, RI 02879 401-351-2750 www.tricountyri.org/</p>	<p><i>Exeter, Charlestown, Narragansett, Westerly, Hopkinton, North Kingstown, South Kingstown, Richmond, West Greenwich, New Shoreham</i></p>
	<p>Tri-County Community Action Agency –Northern 1126 Hartford Avenue, Johnston, RI 02919 401-351-2750 www.tricountyri.org/</p>	<p><i>N. Providence, Johnston, N. Smithfield, Smithfield, Burrillville, Gloucester</i></p>
	<p>West Bay Community Action Partnership 224 Buttonwoods Avenue, Warwick, RI 02886 401-732-4660 www.westbaycap.org</p>	<p><i>Warwick, West Warwick, East Greenwich (and North Kingstown for LIHEAP)</i></p>

Appendix B – Diocese of Providence

Diocese of Providence

Community Services & Catholic Charities Community Outreach Centers

Services Offered Statewide:

Keep The Heat On-Heating Assistance

- Info & Referrals to Local Social Services
- Immigration & Citizenship Services
- SNAP (Food Stamps) - Application Assistance
- Furniture Bank Referrals
- Clothing Resources
- Food Pantries & Meal Sites

Interfaith Community Dire Emergency Fund:

- Utility, Rental, and Prescription Help

St. Gabriel’s Call: Baby Supplies &

Pregnancy Counseling call

401.421.7833x225

CareBreaks Program: Apply for Respite
Breaks for Caregivers

Cabrini Fund: Apply for Childcare Assistance

Some services depend on availability of funds. Some eligibility requirements apply.

Services are made available through donations from the Catholic Charity Appeal, State & Federal grants, and the generosity of local parishes.

Community Services & Catholic Charities Outreach Center Locations:

Providence Office

Diocese of Providence

One Cathedral Square, Providence

401-421-7833 x200

Mon-Fri 9am-4pm

Serving the Greater Providence Area

Northern RI Office

All Saints Rectory

323 Rathbun St., Woonsocket

401-762-2849

Serving the Greater Northern Area

Kent County Office

West Warwick Senior Center (Rear)

145 Washington Street

401-823-6211

Serving the Kent Area

Project Hope Office

Project Hope/ Proyecto Esperanza

474 Broadway, Pawtucket

401-728-0515

Mon-Fri 8:30am-4:30pm Serving

Blackstone Area

South County Office

St. Francis of Assisi Church

114 High Street, Wakefield

401-783-3149

Aquidneck Island Office

401-783-3149

