

RI Resource Directory



RHODE ISLAND COMMUNITY
FOOD BANK



**Community
Outreach**

January 2024

For RI Community Food Bank Member Agencies

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 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

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Providence, RI 02907

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401-942-6325

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2024 Edition

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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. For more in-depth training, contact the RICFB Community Outreach Team.

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, and/or 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>

Immigrant Eligibility for Public Assistance

NATIONAL IMMIGRATION LAW CENTER | WWW.NILC.ORG

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

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-imms-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'	LAWFULLY PRESENT INDIVIDUALS	UNDOCUMENTED IMMIGRANTS and DACA RECIPIENTS' (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 <i>or</i> have credit for 40 quarters of work	Eligible	Not eligible until after 5 year waiting period <i>or</i> have credit for 40 quarters of work	Eligible	Not eligible	Not eligible
MEDICAID	Not eligible until after 5 year waiting period ¹	State option' to provide without a 5 year waiting period ¹	State option to provide without a 5 year waiting period ¹	Eligible^s	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*	Not eligible	Not eligible
SSI	Not eligible until after 5 year waiting period <i>and</i> have credit for 40 quarters of work or meet another exception	Not eligible until after 5 year waiting period <i>and</i> have credit for 40 quarters of work or meet another exception	Not eligible until after 5 year waiting period <i>and</i> have credit for 40 quarters of work	Only eligible during first 7 years after status is granted	Not eligible	Not eligible

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

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

³In 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.

* Eligible if receiving federal foster care.

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

⁶At 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, 2023— September 30, 2024)

	October 2022-September 2023	*NEW* October 2023-September 2024	October 2022-September 2023	*NEW* October 2023-September 2024
Household size	Maximum monthly gross income (185%) (Households without an older adult or someone with a disability)*		Maximum monthly gross income (200%) (Households with an older adult or someone with a disability)*	
1	\$2,096	\$2,248	\$2,266	\$2,430
2	\$2,823	\$3,041	\$3,052	\$3,288
3	\$3,552	\$3,833	\$3,840	\$4,144
4	\$4,279	\$4,625	\$4,626	\$5,000
5	\$5,006	\$5,419	\$5,412	\$5,858
6	\$5,735	\$6,210	\$6,200	\$6,714
Additional	Approx. \$729	Approx. \$794	Approx. \$786	Approx. \$858

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. ***

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>

Information in this directory is current as of January 2024.

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 Farmers 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 Farmers 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.

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.ricommunityaction.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

Residential customers who meet both of the requirements listed below may be eligible for a discount on their monthly electric bill and gas should 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.

2023-2024 Low Income Guidelines (November 2023 - March 2024)

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

Household Size	60% of SMI	60% of SMI	60% of SMI
	12 Month	3 Month	1 Month
1	\$35,674	\$8,918.50	\$2,972.83
2	\$46,651	\$11,662.75	\$3,887.58
3	\$57,628	\$14,407.00	\$4,802.33
4	\$68,605	\$17,151.25	\$5,717.08
5	\$79,581	\$19,895.25	\$6,631.75
6	\$90,558	\$22,639.50	\$7,546.50
7	\$92,616	\$23,154.00	\$7,718.00
8	\$94,674	\$23,668.50	\$7,889.50
9	\$96,733	\$24,183.25	\$8,061.08
10	\$98,791	\$24,697.75	\$8,232.58
11	\$100,849	\$25,212.25	\$8,404.08
12	\$102,907	\$25,726.75	\$8,575.58

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>
- Rhode Island Energy: <https://www.rienergy.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 Diocese 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 about COVID-19.

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

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

[\[http://economicprogressri.org/index.php/guide-to-assistance-full-listing-all-programs/\]](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 a 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 healthcare 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 online *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

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:

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/>

Recommendation

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

www.rifoodbank.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

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) *(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, RI 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 401.421.7833 x225

CareBreaks Program: Apply for Respite

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, W. Warwick
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
Serving Washington County

Aquidneck Island Office

401-783-3149
Serving Newport County