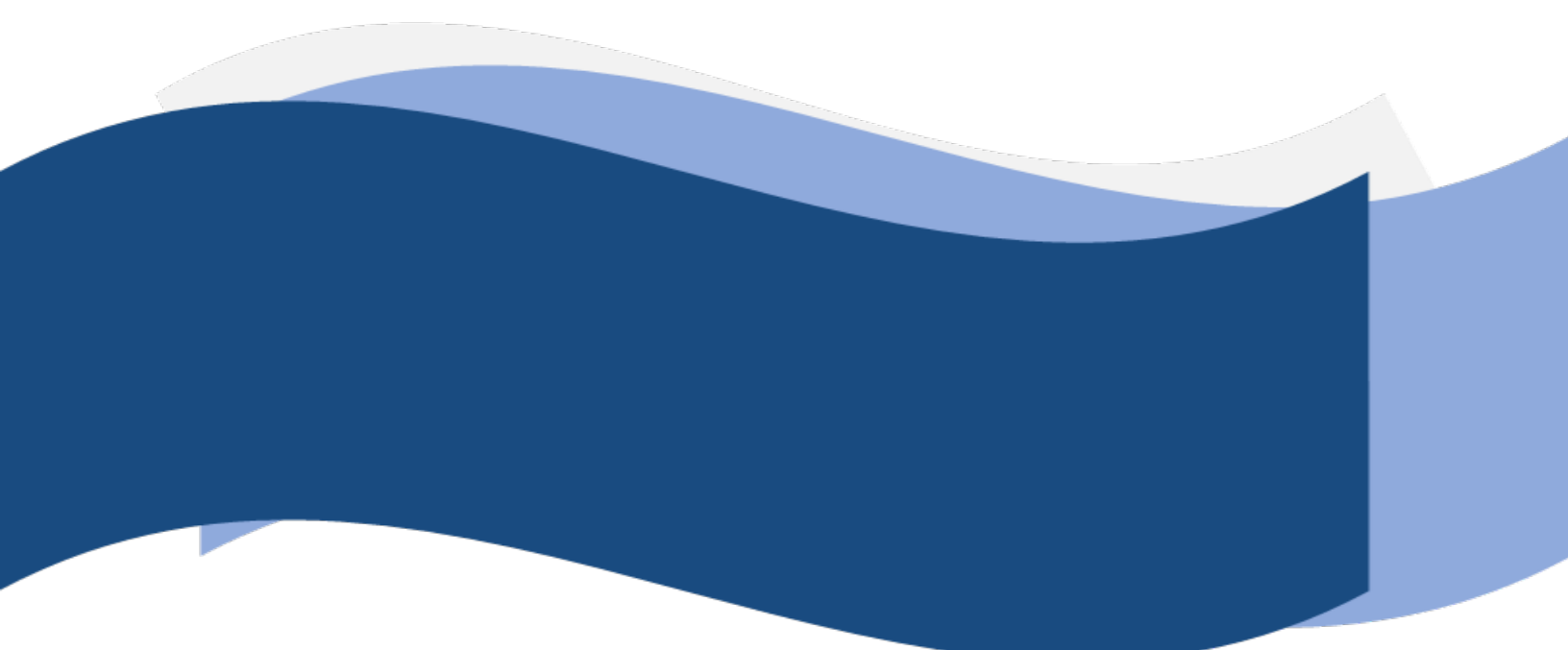




**The Rhode Island Works
Participant Guide to
Opportunities and Resources**
February 2021



Current COVID-19 Precautions

To ensure the safety and wellness of all RI Works participants and the vendors that service them, most Employment Plan activities are taking place remotely until further notice. All the vendors that usually provide on-site, in-person services have done a remarkable job of transitioning to remote services through telephone, text messages, email, virtual meetings and remote classes and trainings.

The vendors are providing distance learning support to many participants whose children are learning from home as well as delivering necessities to families who may be unable to shop or pick up items themselves due to illness or quarantines.

As circumstances change and the State begins to open more businesses, we will see these vendors gradually re-open their doors for services.

We will keep you updated when vendors begin their re-opening plans and keep you informed of changes as they occur.

The Rhode Island Works

Participant Guide to Opportunities and Resources

Version 21.1

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Rhode Island Works Program

Introduction

This guide from the RI Department of Human Services (DHS) is intended for the general public to use when assisting RI Works participants with selecting appropriate work preparation opportunities as part of their Employment Plans. Participants in the RI Works program are required to meet minimum hours per week in approved activities, and those hours vary based on the household membership and age of the youngest child. Through the providers described in this guide, approvable activities are offered that range from 10-40 hours per week.

DHS' Employment and Career Advisors (ECAs) will work with RI Works participants to identify Employment Plan opportunities that both fulfill the participants' minimum required weekly hours and match them to an agreed upon RI Works vendor. Since the time limits on RI Works cash assistance are short and the goal for RI Works is employment and/or self-sufficiency, agreement about which resources to use and participation in approvable activities are extremely important.

These providers and their programs have been approved by DHS as meeting the requirements of the RI Works education and employment programs. Providers have agreed to, and are required to, communicate with RI Works ECAs using the web-based reporting system called the Employment Activity Referral and Response system (EARR). EARR is used to report attendance and participation as well as to communicate the progress of each participant. ECAs are responsible for acting upon, in accord with policy, the reports of participant attendance and progress.

PLEASE NOTE: THIS GUIDE DOES NOT CONTAIN ALL PROGRAMS FOR WHICH A RI WORKS PARTICIPANT MAY BE APPROVED. IT CONTAINS THE PROGRAMS THAT DHS FUNDS DIRECTLY.

Non-DHS funded program providers may be utilized if the provider agrees to report the participant's attendance and progress to a prime vendor.



As part of the eligibility process when applying for RI Works, the participant will meet with an Employment & Career Advisor (ECA). The ECA will do an assessment of the participant’s educational and employment history as well as ask questions about any barriers that could hinder or prevent the participant from getting and/or keeping a job. It is important to be candid with the ECA about any problems or hurdles the participant and/or their families are facing. How participants answer these questions will influence what activities DHS and the participant agrees on for the Employment Plan. Depending on a participant’s answers, they may be referred to Comprehensive Community Action Program (CCAP) to participate in a Supportive Services activity. Once the participant and the ECA decide that Supportive Services are the best activity, a referral will be made to CCAP at a location that is convenient.

The participant will receive a call from the CCAP case manager within a few days. If CCAP is unable to reach the participant by phone, they will attempt to outreach by email, text or mail. It is important that every participant responds to the outreach attempts because CCAP is required to notify DHS of hourly participation or non-participation in the Supportive Services activity. Once enrolled with the case manager, the participant and the CCAP case manager creates a plan to meet the participant’s individual goals. Contact between the case manager and the participant will be at least weekly or even more frequently to report on progress for that week. Contact with the case manager may be in person, by phone, through email or text, through video-calls, distance learning or web-activities.

CCAP offers many on-site services that may be part of your Supportive Services activity. CCAP case managers can refer and monitor RI Works participants for a variety of resources and activities including those listed below:

- Assessment to identify barriers to self-sufficiency
- Assistance finding suitable Child Care
- Assistance accessing Transportation Options
- Assistance working with DCYF Services

- Domestic Violence Intervention. if needed
- Housing Search Assistance
- Learning Disability Evaluation/Treatment
- Assistance accessing Educational Programs such as GED, or ESL
- Mental Health Treatment (Referral and/or Monitoring)
- Physical Health Treatment (Referral and/or Monitoring)
- Assistance accessing ORS/Vocational Rehabilitation Resources
- Substance Abuse Treatment (Referral and/or Monitoring)

CCAP, along with its RI Works Statewide Community Partners, is also a valuable resource for Basic and Emergency needs such as:

- Emergency Food from local Food Pantries
- Heating Assistance (LIHEAP)
- WIC
- Shelter Programs
- Clothing Referrals for interview/work clothing

CCAP and its RI Works Statewide Partners, have seven (7) locations throughout the State to provide services to the RI Works participants. The DHS ECA will be able to guide participants in location selection.

	Address	Location
CCAP	311 Doric Avenue	Cranston, RI 02920
BVCAP	32 Goff Avenue	Pawtucket, RI 02860
CAPP	518 Hartford Avenue 807 Broad Street	Providence, RI 02909 Providence, RI 02907
Community Care Alliance	One Social Street	Woonsocket, RI 02895
EBCAP	100 Bullocks Avenue 19 Broadway	Riverside, RI 02915 Newport, RI 02840
Tri-County Community Action Agency	1126 Hartford Avenue 33 Maple Street	Johnston, RI 02919 North Providence, RI 02911
WBCAP	218 Buttonwoods Avenue	Warwick, RI 02886



ResCare believes that providing Supportive Services has an especially important impact on a participant’s long-term employment success. In addition, they develop and tap into referral networks for mental health supports, addiction services, domestic violence programs, legal assistance (expunging minor records), emergency food, shelter programs, child care assistance and more.

ResCare offers Supportive Services statewide, working from four base locations throughout the state. RI Works participants may choose the location that best suits their needs by informing the ECA of their preference when building their Employment Plan. The ECA will note the preference on the referral (or by e-mail to the ResCare referral coordinator). ResCare may be able to meet with participants close to their home when transportation is not available.

Agency Name	Address	Location
RESCARE	1 Reservoir Avenue 1330 Main Street 219 Pond Street 4808 Tower Hill Rd Community Based Visits – as needed (examples: Newport & Tiverton Library)	Providence, RI 02907 West Warwick, RI 02983 Woonsocket, RI 02895 Wakefield, RI 02879

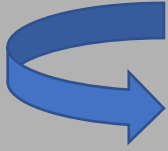
RI Works participants who are experiencing short-term or long-term barriers to finding employment may be referred for ResCare – Supportive Services. ResCare provides the following services with case management.

- Assessment to identify barriers to self-sufficiency
- Assistance finding suitable Child Care

- Assistance accessing Transportation Options
- Assistance working with DCYF Services
- Domestic Violence Intervention, if needed
- Housing Search Assistance
- Learning Disability Evaluation/Treatment
- Assistance accessing Educational Programs such as GED, or ESL
- Mental Health Treatment (Referral and/or Monitoring)
- Physical Health Treatment (Referral and/or Monitoring)
- Assistance accessing ORS/Vocational Rehabilitation Resources
- Substance Abuse Treatment (Referral and/or Monitoring)
- Clothing Assistance Referrals (and in-house interview clothing)

COMPONENT 1

SUPPORTIVE SERVICES



PRIME VENDOR

SSTARBIRTH

SSTARBIRTH is a residential substance abuse treatment program that is specifically designed for pregnant, postpartum and parenting women of children under the age of six (6). SSTARBIRTH provides services to participants who experience problems related to untreated substance use and mental health disorders in addition to little or no work history, limited educational success and inadequate money management skills. The structure of the residential setting also helps participants build daily living skills and routines, to include maintaining clean and safe living space; shopping on a budget; time management; scheduling and keeping appointments; and completing applications. Participants at SSTARBIRTH must have a desire for and commitment to recovery, parenting and learning the skills needed to be productive adults. The SSTARBIRTH program offers six months of treatment.

Agency	Address	Town
SSTARBIRTH/SSTAR of RI	80 East Street	Cranston. RI 02920



The Teen & Family Development (TFD) program services RI Works participants who are under the age of 20 and do not yet have a High School Diploma or GED. RI State Law mandates that the employment plan for teens under the age of 20 who are without their high school credentials *must be* working towards their High School Diploma or GED. CCAP assists in enrolling the teen in an appropriate educational program and monitors their progress, while providing home visits and other supportive services as needed.

CCAP Case Managers meet with parents face-to-face at least twice per month, including one meeting in the parents’ home. Main initiatives of TFD include obtaining a high school credential, learning parenting skills, developing a longer-term plan (for example: vocational training, or secondary education) to put the parent on a career pathway. CCAP provides wrap around services such as **FCCP** (Family Care Community Partnership, DCYF’s primary prevention resource) and **WIC** (Women Infant and Children nutritional program operated by the Rhode Island Department of Health) that may be necessary to support the young parents as they work on their education and parenting.

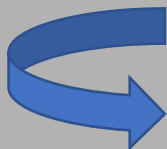
CCAP provides their Teen and Family Development activities at a variety of locations statewide, which are listed below.

Agency Name	Address	Location
CCAP	311 Doric Avenue	Cranston, RI 02920
BVCAP	32 Goff Avenue	Pawtucket, RI 02860
CAPP	518 Hartford Avenue 807 Broad St.	Providence, RI 02909 Providence, RI 02907
Community Care Alliance	One Social St.	Woonsocket, RI 02895

EBCAP	100 Bullocks Avenue 19 Broadway	Riverside, RI 02915 Newport, RI 02840
Tri-County Community Action Agency	1126 Hartford Avenue 33 Maple Ave.	Johnston, RI 02919 N. Providence, RI 02911
WBCAP	218 Buttonwoods Avenue	Warwick, RI 02886

COMPONENT 2

TEEN & FAMILY DEVELOPMENT (TFD)



RESCARE

PRIME VENDOR

The Teen & Family Development (TFD) program services RI Works parents who are under the age of 20, and do not yet have a High School Diploma or GED. RI State Law mandates that the employment plan for teens under the age of 20 who are without their high school credentials, *must be* working towards their High School Diploma (HSD) or GED. ResCare will assist in enrollment to the appropriate educational site as well as monitoring their progress, while providing necessary home visits and supportive services to the students.

ResCare provides wrap around services such as **FCCP** (Family Care Community Partnership, DCYF's primary prevention resource) and **WIC** (Women Infant and Children nutritional program operated by the Department of Health). ResCare also provides resources to develop parenting skills and provides many resources to develop a long-term career pathway and ongoing case management that may be necessary to support the young parents as they work on their education and parenting.

ResCare is currently operating a TFD (Teen and Family Development) pilot program. Once the parent achieves their HSD or GED, ResCare will continue to work with that parent to assist in the development of an educational, vocational or employment career pathway for self-sufficiency up to the age of 24. The RI Works participant will continue learning parenting skills and develop a longer-term plan (for example: vocational training, or secondary education) to put the parent on a career pathway. Under ResCare's pilot program, young adults can continue to work with a Case Manager upon completion of their education credential. Case management will continue with a focus on career pathways, training opportunities, job placement, and self-sufficiency.

With ResCare, services include hands-on instruction and lifetime access to their virtual tools for building a resume, writing a cover letter, preparing for interviews, and more. ResCare also offers Life Skills workshops which are designed to increase success in areas such as Budgeting, Personal Care, Pregnancy Prevention, Self-Awareness and Esteem, and Positive Parenting Strategies.

Agency Name	Address	Location
RESCARE	1 Reservoir Avenue 1330 Main Street 219 Pond Street 4808 Tower Hill Rd Community Visits as needed *Home Visits are Required	Providence, RI 02907 West Warwick, RI 02983 Woonsocket, RI 02895 Wakefield, RI 02879



The DHS ECA may refer a RI Works participant to CCAP for Vocational Training as all or part of the RI Works Employment Plan. Once referred to the CCAP Partnership they will assess the participant on their interests, skills and abilities before agreeing on a placement. RI Works participants must be ready to enter into a training program, readiness may include appropriate education or skills levels, transportation availability, and available opening to identified trainings. Vocational Training focuses on providing vocational training opportunities to participants who have addressed their barriers and are ready to learn an identified skill in order to move on to long-term, stable employment.

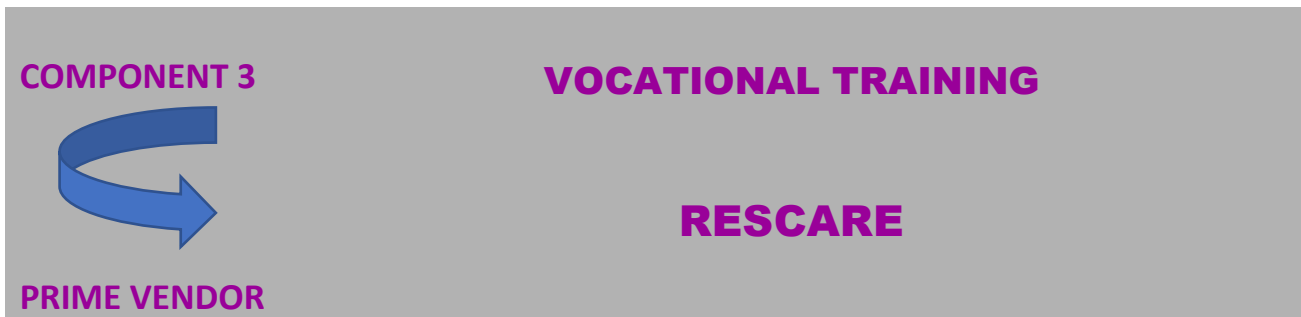
CCAP provides their Vocational Training activities at a variety of locations statewide, which are listed below, as well as other Training Providers statewide.

Agency Name	Address	Location
CCAP	311 Doric Avenue	Cranston, RI 02920
BVCAP	32 Goff Avenue	Pawtucket, RI 02860
CAPP	518 Hartford Avenue 807 Broad St.	Providence, RI 02909 Providence, RI 02907
CCA	One Social St.	Woonsocket, RI 02895
EBCAP	100 Bullocks Avenue 19 Broadway	Riverside, RI 02915 Newport, RI 02840
Tri-County Community Action Agency	1126 Hartford Avenue 33 Maple Ave.	Johnston, RI 02919 N. Providence, RI 02911
WBCAP	218 Buttonwoods Avenue	Warwick, RI 02886

Once the participant has met the prerequisites of the training program, CCAP will arrange

for the participant's placement in a class that meets their needs. In most cases there is no cost associated with the Vocational Training Program for RI Works participants. Exceptions to this are Post-Secondary Education (in which case the participant may be eligible for financial aid through the college or university), or if attending a for-profit institution such as Lincoln Tech or MTTI where RI Works participants may have to incur student debt.

The CCAP Partnership has established relationships with a variety of Vocational partners who are available to provide trainings to RI Works participants, including: **Culinary, C.N.A., Legal Assistant, Phlebotomy, Medical Assistant, EMT, Medical Billing & Coding, and other programs.** Once the vocational training is complete, CCAP in collaboration with the training program, can assist with **Work Experience, Job Search and Job Placement.** Many trainings are set up to go right from training to an internship followed by permanent employment placement.



The DHS ECA may refer a RI Works participant to ResCare for Vocational Training as all or part of the RI Works Employment Plan. Once referred to ResCare, an assessment of the participants interests, skills and abilities will be completed before agreeing on a training program. During this assessment period, participants will engage in dynamic workshops offering instruction on job readiness, financial literacy and wholistic life skills. ResCare’s online toolbox is available for participants and includes GED Academy with a personalized online learning plan to prepare for GED. Once the participant has met the prerequisites of the selected training program, ResCare will arrange for the participant’s placement in a class that meets their needs and interests. Below are the activities participants may be referred to in Vocational Training:

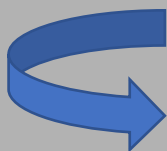
- Vocational Assessment
- Vocational Education
- Vocational Education – Post Secondary
- Community Work Experience
- Work Experience
- Job Search (following Vocational Education)
- Employment

In most cases there is no cost associated with the Vocational Training Program for RI Works participants. Exceptions to this are Post-Secondary Education (in which case the participant may be eligible for financial aid though the college or university), or if attending a for-profit institution such as Lincoln Tech or MTTI where RI Works participants may have to incur student debt.

ResCare offers a variety of training collaborations with many vendors throughout the state including: **Culinary, C.N.A., Legal Assistant, Phlebotomy, Medical Assistant, EMT, Medical Billing & Coding, Call Center, Hospitality Training, and more based on interests and career options.**

Agency Name	Address	Location
RESCARE	1 Reservoir Avenue 1330 Main Street 219 Pond Street Tiverton Public Library Newport Public Library Other Community-Based Locations as needed	Providence, RI 02907 West Warwick, RI 02983 Woonsocket, RI 02895 Tiverton, RI Newport, RI

Once the vocational training is complete, ResCare in collaboration with the training program, can assist with **Work Experience, Job Search and Job Placement.**

COMPONENT 4**PRIME VENDOR****WORK READINESS****CCAP****Comprehensive Community Action Program**

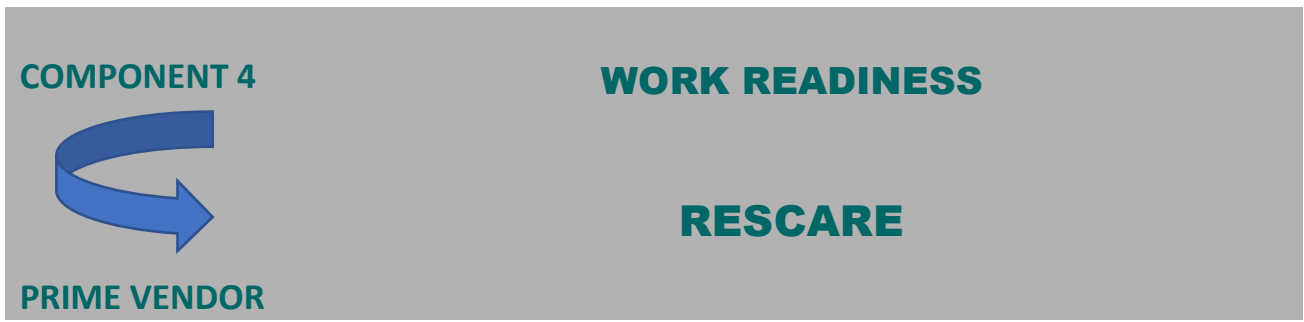
RI Works participants who have reduced their barriers to employment may be referred to CCAP's Work Readiness component. Work Readiness focuses on obtaining employment for participants who have addressed their barriers and are ready to work in long-term, stable employment. Work Readiness may include paid or unpaid internships to provide work experience. CCAP and their statewide RI Works partners have established relationships with employers who can be paired with participants when a match is appropriate. Case managers actively work with participants until they are no longer receiving RI Works cash assistance. Participants who obtain employment are monitored for 15 months to ensure they are stable and that no additional barriers arise which could result in loss of employment and a need to go back on RI Works cash assistance.

CCAP provides their Work Readiness activities at a variety of locations statewide, which are listed below.

Agency Name	Address	Location
CCAP	311 Doric Avenue	Cranston, RI 02920
BVCAP	32 Goff Avenue	Pawtucket, RI 02860
CAPP	518 Hartford Avenue 807 Broad St.	Providence, RI 02909 Providence, RI 02907
Community Care Alliance	One Social St.	Woonsocket, RI 02895
EBCAP	100 Bullocks Avenue 19 Broadway	Riverside, RI 02915 Newport, RI 02840
Tri-County Community Action Agency	1126 Hartford Avenue 33 Maple Ave.	Johnston, RI 02919 N. Providence, RI 02911

WBCAP	218 Buttonwoods Avenue	Warwick, RI 02886
SER-JOBS	Various Sites Statewide	

Work Readiness participants may engage in Work Readiness Assessment, Community Work Experience, Employment, Job Search, Job Skills for Employment, On the Job Training (OJT), Subsidized Private-Sector Employment, Subsidized Public-Sector Employment or Work Experience. These activities are all done with the focus of gaining work skills to secure and maintain long-term, stable employment.



The DHS ECA may refer a RI Works participant to ResCare for Work Readiness as all or part of the RI Works Employment Plan. Once referred to ResCare, a structured and detailed assessment of employment related needs, career interests and aptitude will be completed.

ResCare develops participants confidence with: One on One Case Management, Job Readiness workshops that include resume building, interview skills, financial literacy, career pathways explorations and more. ResCare provides cutting edge technology including:

ResCare Academy - which is a tool available 24/7 to help make job seekers more attractive to employers with over 8,400 courses in job readiness and vocational skills.

- Traitify** - an interactive career matching personality assessment.
- GED Academy** - online personalized education
- Computer Essentials** – online computer courses
- Money Essentials** – Financial Literacy
- Work Essentials** – Online Work readiness skills

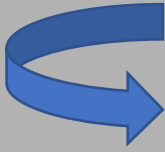
ResCare has a full-time job developer on site who has established direct links with a variety of employers throughout the State allowing ResCare to offer many career options. ResCare also provides opportunities for participants to take part in employer and career job fairs either in-person or virtually. All activities are available at a variety of locations statewide.

Below is a chart of locations available.

Agency Name	Address	Location
RESCARE	1 Reservoir Avenue 1330 Main Street 219 Pond Street Tiverton Public Library Newport Public Library Other Community-Based Locations as needed	Providence, RI 02907 West Warwick, RI 02983 Woonsocket, RI 02895 Tiverton, RI 02878 Newport, RI 02840

See below for a list of the available activities within ResCare’s Work Readiness component.

- Assessment
- Community Work Experience
- Employment
- Job Search
- Job Skills for Employment
- On the Job Training (OJT)
- Subsidized Private-Sector Employment
- Subsidized Public-Sector Employment
- Work Experience

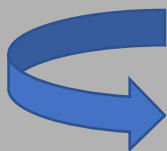
COMPONENT 5**CONTRACTED
PROVIDER****ADULT EDUCATION****PROJECT OPPORTUNITY**

DHS currently has 11 adult education locations throughout the State that make up our Project Opportunity program. Project Opportunity is designed to service RI Works participants who need ABE (Adult Basic Education), GED (General Equivalency Diploma), or ESL (English as a Second Language) classes. Below is a guide of the agencies, their location, contact person and course offerings.

Provider ID #	Agency Name	Location	ABE	GED	ESL	HSD
37454	Comprehensive Community Action Program	Providence	10, 20, 30 Hour Program	10, 20, 30 Hour Program		
37560	Community Care Alliance	Woonsocket	10, 20 Hour Program	10, 20 Hour Program		
37100	Project Opportunity EBCAP	Newport		10, 20 Hour Program	10 Hour Program	
37405	Greater Prov. Adult Ed Consortium (DIIRI & Goodwill Industries)	Providence	10, 20, 30, 35 Hour Program	10, 20, 30, 35 Hour Program	10, 20, 30, 35 Hour Program	
37055	Education Exchange	South County	10, 30 Hour Program	10, 30 Hour Program	10 Hour Program	Yes NEDP
150980	Project Opportunity BVCAP	Pawtucket	10, 20 Hour Program	10, 20 Hour Program		

Provider ID #	Agency Name	Location	ABE	GED	ESL	HSD
36981	Progreso Latino	Central Falls	10, 20, 30 Hour Program	10, 20, 30 Hour Program	10, 20, 30 Hour Program	
37352	Prov. Integrated Pathways (Genesis Center & P.H.A.)	Providence		10, 20 Hour Program Evenings	10, 20, 30, 35 Hour Program	Yes NEDP
153620	Prov. Public Library RWU Consortium	Providence & Other Locations Statewide	10, 20 Hour Program	10, 20 Hour Program	10, 20 Hour Program	
37304	Project Opportunity West Bay Adult Ed Academy	Warwick		10, 20 Hour Program		

CONTRACTED
PROVIDER



PROGRAM

**RHODE ISLAND COALITION
AGAINST DOMESTIC VIOLENCE**

**FAMILY VIOLENCE OPTION
ADVOCACY PROGRAM (FVOAP)**

The Family Violence Option Advocacy Program (FVOAP) – administered by the Rhode Island Coalition Against Domestic Violence and the Women’s Resource Center of Newport & Bristol Counties – assists DHS participants who are victims/survivors of domestic violence. Through the FVOAP program, participants may be able to obtain a waiver from certain requirements of the RI Works program or Child Care Assistance program. The FVOAP also assists victims/survivors with safety planning and provides referrals to various programs and services throughout the state.

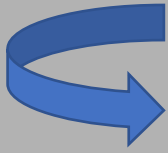
If the participant decides not to pursue a work or child support waiver, the FVOAP advocates can still provide other assistance such as immediate crisis counseling and safety planning that can include home security measures and job safety. The advocates can also connect a participant with the local domestic violence agency and provide referrals to help obtain orders for protection, legal services, housing assistance, basic needs assistance, counseling and support group referrals.

The FVOAP is staffed with bi-lingual advocates to better serve both English and Spanish speaking participants.

If domestic violence assistance or counseling is needed, please discuss with an ECA. The ECA will refer participants to a family violence advocate that will evaluate and assist wherever possible. If immediate assistance is needed, please call the 24-hour hotline below.

1-800-494-8100

Women’s Resource Center
24 HOUR HOTLINE



SUPPORTIVE SERVICE

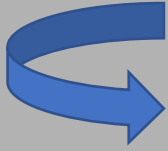
Child Care Assistance

When participants are eligible for RI Works, they are eligible for child care assistance. When meeting with an ECA to build the participant's employment plan, one of the questions asked is "Do you need child care for your child/children while you are participating in your Employment Activity?" DHS will provide participants with a child care certificate number that participants must provide to the child care provider. DHS will pay for child care while engaging with RI Works, and the copay for active RI Works participants should be zero dollars per week.

There are many child care time options available, including full-time, halftime, before and after school programs as well as licensed home-based care facilities and licensed child care centers.

If participants have difficulty finding a facility, contact BrightStars, DHS's partner for providing child care. BrightStars assists families in finding quality early child care, education and afterschool programs. Families looking for care may visit online at www.brightstars.org or call 1-855-398-7605. BrightStars also evaluates the quality of early care, education and afterschool programs and rates them from one (1) to five (5) stars and then helps the child care providers improve and expand their quality.

SUPPORTIVE SERVICE



Transportation

If transportation is an issue, DHS will provide participants and each eligible family member with a monthly RIPTA bus pass. Having a bus pass may make attending Employment Activities easier. Depending on the office and availability, an ECA may provide participants with an initial bus pass upon completing an Employment Plan. After that, participants will be responsible for calling each month to receive new bus passes. Below is the contact information for accessing bus passes:

MTM

1-855-330-9131

If participants have a car or a ride to get to Employment Activities, DHS will also assist with a \$3.00 a day travel reimbursement. The travel reimbursement is mailed to participants in a check for each day that the participant attends their Employment Activities. All Employment Activities **except Work** are eligible for the travel reimbursement.