



CCAP

COMPREHENSIVE COMMUNITY ACTION PROGRAM

YOUR COMMUNITY'S HELPING HAND



Welcome to Comprehensive Community Action Program's Health, Behavioral Health and Dental Services. We pride ourselves on our ability to provide quality, integrated health care services for you and your entire family.

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The History of CCAP



In the late 1950's several studies were conducted on the causes of poverty, urban decay and juvenile delinquency. These came to the attention of then Senator John Kennedy. When he became President, JFK began to develop a Federal attack on poverty by enlisting his brother-in-law, Sargent Shriver to develop a strategy to end poverty. Exciting programs were being developed at this time such as the Peace Corps and Head Start.

In 1964, President Johnson continued Kennedy's work and declared a "War on Poverty" by creating the Economic Opportunity Act. This act created Community Action Agencies who were charged with a mission to mobilize all resources toward the elimination of poverty and to provide maximum feasible participation of the poor in program decisions that affected them.

In December of 1965, the Cranston Community Action Program was incorporated. At that time CCAP served Cranston, Coventry, Scituate and Foster. As many of our programs grew to include cities and towns outside that catchment area, we decided to change our name. In September of 1994 we officially became Comprehensive Community Action, but still CCAP.

CCAP Mission Statement



To empower all people and communities, challenged by poverty as well as social and cultural barriers, through advocacy, education, and access to high quality health and human services.

Vision Statement



CCAP will anticipate and will meet the community's needs as a provider of choice by providing quality health and human services to support and empower individuals and families.

Values



Quality: CCAP is a leader in developing programs which address needs and expansion of services in our community. We hire and train culturally diverse, skilled staff to carry out our mission. We adhere to the performance measures and standards that ensure quality in our services and consumer satisfaction.

Community: We recognize the interdependence of community services and seek out ways in which to work cooperatively with others in building a system of care. CCAP promotes individual and community wellbeing through a variety of prevention programs, education, and participation in our communities.

Commitment: We subscribe to the concept that poverty is a condition which can be alleviated with socially supportive programs. We implement new ideas and methods that will improve the lives of all we service. CCAP is transparent, honest, and true.

Respect: CCAP believes that everyone has the right to the highest attainable standard of health and care without discrimination. We refuse no one on the basis of race, religious belief, sexual orientation, gender, income or creed. CCAP abides by all confidentiality laws and protocols. We provide an environment that promotes self-reliance.

CCAP is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

The History and Growth of Community Health Centers



How did health centers like CCAP come to be? During the 1960's there was a promise made by the Kennedy Administration called the "New Frontier" which sought to provide social service programs addressing community concerns such as juvenile delinquency, work force development and poverty. During that same political and cultural period, which brought to the American people President Johnson's "War on Poverty" and the establishment of the Office of Economic Opportunity, came both the Community Action movement and the Community Health Center movement.

America's Health Centers owe their existence to a remarkable turn of events in U.S. history, and to a few determined community health and civil rights activists working in low-income communities during the 1960s. Millions of Americans, living in inner-city neighborhoods and rural areas throughout the country suffered from deep poverty and a desperate need for health care. Among those determined to seek change was H. Jack Geiger, then a young doctor and civil rights activist. Geiger had studied in South Africa and witnessed how a pioneering community health model had brought astonishing improvements in public health.

In the 1960s, as President Johnson declared "War on Poverty" this began to ripple through America, the first proposal for the U.S. version of a



Community Health Center sprung to life at the Office of Economic Opportunity. Funding was approved in 1965 for the first two neighborhood health center demonstration projects, one in Boston, Massachusetts, and the other in Mound Bayou, Mississippi.

Today, there are 1,400 Community Health Centers serving over 32 million people at over 17,000 sites located throughout all 50 states and U.S. territories. Every day, health centers meet escalating health needs and bring good health to needy communities, without regard to family income, health insurance status, race, and culture or health condition(s). In communities' fortunate, enough to have a health center, fewer babies die, and emergency room lines are shorter, and people live longer, healthier lives.

Both the Institute of Medicine and the General Accountability Office have recognized the nationwide network of health centers as effective models for reducing health disparities and for managing the care of people with chronic conditions such as diabetes, cardiovascular disease, and HIV. The American Academy of Family Physicians' Robert Graham Center found that the total cost of care for health center patients is 41% lower annually than the total cost of care for individuals served by other providers. Health centers demonstrate that high-quality, continuous care to people and communities without adequate sources of health care can improve health outcomes, narrow health disparities, and generate significant savings to the health care system – up to \$18 billion– while bringing much-needed economic benefits to the low-income communities. (National Association of Community Health Centers; Press Kit.)

Comprehensive Community Action: Family Health Services opened its doors in 1971 as Cranston's only community health center providing affordable and high-quality care to low income and uninsured residents of the city.

In keeping with the mission and values of Comprehensive Community Action, services are provided to all regardless of insurance status and ability to pay. All services can be provided on a sliding scale for those who qualify.



Starting out as a well-child clinic providing immunizations and exams to babies, the CCAP Family Health Services' system of care has expanded its services to primary health care, oral health care and behavioral health care.

All the Family Health Services' sites are based on the Family Medicine Model of primary health care and include a variety of services in addition to primary health care. Each site provides complete care for the full life cycle and provides many social services to support the patients of Family Health Services.

The services offered at each of the four sites include primary health care, immunizations, family planning, HIV testing and counseling, behavioral health, cancer screening, case management and care management, referrals to specialty care and follow-up. Staffed with primary care providers, nurses, medical assistants, social workers and support staff, Family Health Services uses a "Patient Centered Medical Home" model of health care delivery affording each patient the experience of a team approach in maintaining healthy lifestyles and managing chronic diseases.

The location of each Family Health Service site has been strategically placed in the community's area(s) of greatest need. Cranston's location at 1090 Cranston Street, established in 1971 is central to the City of Cranston and located in a federally designated area of "Medically Underserved".

Family Health Services of Coventry, located at 191 MacArthur Blvd., Coventry, was established in 1997 to provide primary health care to a mix of low-income suburban and rural residents of the Town of Coventry. Over the past 27 years, this site has grown with the needs of the community and has been a vital resource to the residents of Coventry, where access to health care had been difficult.

In addition, two new locations were established in the city of Warwick. The first, the Everett C. Wilcox Health Center at 226 Buttonwoods Ave, relocated in 2024 to a larger facility at 206 Buttonwoods Ave. The newly named Warwick Health Center now enables Comprehensive Community Action to expand its services. The second site is located within the Thrive Behavioral Health building on Post Road. Operating under the name

Primary Care Partners, this location became part of Family Health Services in 2014.

WIC Services



The WIC services at Comprehensive Community Action are a part of the primary health care system. The WIC Nutrition health program provides nutrition health services to low-income children up to the age of 5 years old. Staffed with Nutritionists, breast feeding counselors and support staff this nutrition health program monitors development of children, educates parents on health and nutrition and provides State subsidized vouchers for purchasing healthy foods. Comprehensive Community Action operates 2 WIC programs located at 311 Doric Ave, Cranston and 191 MacArthur Blvd., Coventry. The WIC Nutrition program provides services to over 1,100 families each year.

Oral Health Care

In 2006, through the generosity of the City of Cranston, Department of Community Development, a grant was awarded to Comprehensive Community Action to establish Cranston's first affordable dental center for the low-income residents of Cranston. This center, located at 1090 Cranston Street, Cranston, as part of the Family Health Services primary care center, soon became the dental center for the low-income residents of Cranston.



Staffed with Dentists, Hygienists, Dental Assistants, and support staff, the centers provide a full scope of family-centered dentistry, providing services on a sliding scale for patients without insurance.

Shortly after launching the dental program in Cranston, the overwhelming demand for services made it evident that the need for greater access extended far beyond the capacity of the dental center.

In 2007, Comprehensive Community Action introduced the “Westbay Smiles” and the “Molar Express” community-based programs to address these needs.

The Westbay Smiles program is a school-based initiative that provides dental exams and hygiene services to children in the Cranston, Warwick, Coventry, North Providence, and Johnston school systems. Since its inception, the program has steadily expanded, reaching more schools yearly.

Complementing Westbay Smiles, The RMCM, Molar Express, is a mobile dental program that offers restorative services to children, as seen through the Westbay Smiles program. This mobile vehicle travels to local schools, delivering essential dental care at no cost to the child’s family.

In 2007, a similar demand for dental services emerged in the City of Warwick. Faced with limited options for creating a dedicated dental program, Comprehensive Community Action integrated a small but highly effective dental center into the existing primary care facility at the Wilcox Center. This addition marked the community’s first affordable, high-quality dental center. An expansion of the Wilcox Center is planned for 2025 to provide further access to dental care.

In 2019, it became clear that Coventry also required expanded dental services. In response, Comprehensive Community Action established a new dental center on the second floor of the health center building, further meeting the town’s growing need for accessible dental care.

All dental centers provide complete, comprehensive care and specialty services to meet your oral health needs, ensuring the highest standard of service for the community.

Behavioral Health



The Behavioral Health Services at Comprehensive Community Action are part of the primary health care services offered through Family Health Services. In the early 1970's, Comprehensive Community Action began providing outpatient addiction treatment services to the community. Over the years the scope of the outpatient services have grown to include counseling services and trauma treatment services for victims of abuse and crime as well as general outpatient psychotherapy services and most recently psychiatry services as well. The Behavioral Health Services are offered at three of our health center locations, Cranston, Warwick (Buttonwoods location) and Coventry.

Key Contact Numbers

Main CCAP Number: 401-467-9610

Complaint Line: 401-467-9610 ext: 8930

Please note that the Complaint Line is for non-urgent matters only. It is not intended for emergencies or time-sensitive issues. Our team will respond to all inquiries within 4 days. For urgent concerns or if you require immediate assistance, we kindly ask that you contact the facility directly to speak with a staff member who can assist you promptly.

Health, Dental Care, and WIC Nutrition

CCAP provides comprehensive, quality, affordable health, dental and behavioral health care for the entire family. Our board-certified doctors, nurse practitioners, dentists, hygienists, licensed clinical social workers and other health care professionals are knowledgeable, caring and understanding. They are dedicated to getting you healthy and keeping you healthy.

Services include:

Family Medicine

- Pediatric
- Adolescent
- Adult
- Preventive Medicine
- Women's Health
- Breast and cervical cancer screenings for eligible individuals 21-64 years old
- LGBTQIA++ Health
- Family Planning
- Chronic Disease Management
- Confidential services for physicals, PAP smears, STD / HIV screening and reproductive-related issues.
- Free and reduced cost contraceptives for individuals of reproductive age who are uninsured or underinsured
- Enrollment in the Breast and Cervical Cancer Screening Program, formerly known as WCSP

Social Work

- Assistance with application process and connection to resources such as Health Insurance, RiteCare, SNAP, WIC, Head Start, Fuel Assistance, food bank and meal site, shelters, housing, and behavioral health needs. Health Center social workers aim to provide

access to resources to aid in addressing social determinants of health needs

- Case management

Patient Navigation/Care Management

- Providing support to patients/ families in navigating primary care, referrals, hospitalization and treatment compliance
- Nurse Care Managers

Food and Nutrition

- Women, Infants & Children (WIC) Supplemental Nutritional Program - a statewide program for pregnant and parenting women with infants and children under the age of 5 years
- Monthly food vouchers to purchase nutritious food
- Nutrition education
- Breastfeeding instruction/counseling

Dental Services



Our highly trained dental professionals, including dentists, hygienists, dental assistants and support staff, provide essential dental services. This

includes everything from routine check-ups and cleanings to more advanced treatments.

We offer services on a sliding scale, with costs adjusted based on income, we also accept a wide range of insurance plans, including Medicaid.

Our offices, located in Coventry, Cranston and Warwick, offer the same exceptional care you've come to expect, with state-of-the-art technology, a comfortable environment, and a team of skilled professionals dedicated to your care.

Services Provided:

- Preventive Care
- Restorative Services
- Surgical Services
- Pediatric Dentistry
- Periodontal Services
- Endodontics
- Prosthodontics
- Emergency Dental Services
- Oral Health Education
- School Base and Community Dental Services
- Community engagement

Community Dental Programs



West Bay Smiles

The West Bay Smiles dental program is a school-based dental program that delivers dental care to your child at their school. We use portable dental equipment and offer oral examinations, cleanings, sealants, and oral health education. Any child in need of restorative care is referred for treatment on the Molar Express or their dental home. The community dental programs are offered at no out-of-pocket expense to our patients

The Molar Express

We're bringing our state-of-the-art mobile dental vehicle to local schools, community centers, and other accessible locations, so you don't have to travel far for care. Our mobile unit is fully equipped to offer the same high standard of care you'd receive in our office.

The Molar Express, sponsored by Ronald McDonald House Charities, is a 40-foot long, specially designed dental office on wheels which travels to many RI communities. The program serves children up to age 21, many of whom are living in poverty or have no dental insurance. We partner with other highly experienced RI health and human service providers (East Bay Community Action Programs) along with Ronald McDonald House Charities of Eastern New England to bring full dental services to our communities.

Mobile Medical Van



CCAP is proud to announce the launch of its new Mobile Medical Van. This vehicle was made possible due to funding, in response to the COVID 19 Pandemic. This initiative will bring vital healthcare services directly to underserved and remote communities, ensuring that all residents have access to quality medical care.

The Mobile Medical Van is staffed by experienced healthcare professionals. The van will provide a range of primary care services. The Mobile Medical Van will allow us to reach individuals who may face barriers to traditional healthcare access, such as transportation or proximity to medical facilities. With this van, we can bring care directly to those who need it most.

Locations and Hours: Health/Dental

Family Health Services of Cranston

1090 Cranston Street, Cranston, RI, 02920

Medical: 401-943-1981

Dental: 401-942-4867

Medical Hours:



Monday & Tuesday: 9:00 a.m. – 8:00 p.m.

Wednesday, Thursday & Friday: 9:00 a.m. – 5:00 p.m.

Alternating Saturdays: 9:00 a.m. – 12:00 noon

Dental Hours:

Monday, Wednesday, & Friday: 8 a.m. – 5 p.m.

Tuesday & Thursday: 8 a.m. - 8 p.m.

Family Health Services of Coventry

191 MacArthur Blvd, Coventry, RI, 02816

Medical: 401-828-5335

Dental: 401-589-2622

Medical Hours:

Monday: 9:00 a.m. – 6:00 p.m.

Tuesday: 9:00 a.m. – 8:00 p.m.

Wednesday, Thursday & Friday: 9:00 a.m. – 5:00 p.m.

Dental Hours:

Monday & Wednesday: 8:00 a.m. – 5:00 p.m.

Tuesday & Thursday: 8:00 a.m. – 8:00 p.m.

Warwick Health Center

206 Buttonwoods Avenue, Warwick, RI, 02886

Medical: 401-732-9090

Medical Hours:

Monday & Wednesday: 9:00 a.m. – 8:00 p.m.

Tuesday, Thursday, and Friday: 9:00 a.m. – 5:00 p.m.

Alternating Saturdays: 9:00 a.m. – 12:00 noon



Everett C. Wilcox Dental Center, Warwick

Dental: 401-732-9090

Dental Hours:

Monday: 8:00 a.m. – 5:00 p.m.

Tuesday & Thursday: 8:00 a.m. – 8:00 p.m.

Wednesday & Friday: 8:00 a.m. – 5:00 p.m.

Primary Care Partners Health Center, Warwick

2756 Post Road, Suite 103, Warwick, RI, 02886

Medical: 401-384-6007

Monday & Tuesday 9:00 a.m. – 8:00 p.m.

Wednesday, Thursday, Friday 9:00 a.m. – 5:00 p.m.

Saturday 9:00 a.m. – 12:00 noon

Community Dental Programs

401-427-4080

Call for times and locations.

Community Health Programs

401-562-2273 (562-CARE)

Call for times and locations.

Behavioral Health and Counseling

We understand that life can be challenging and sometimes we all need help. CCAP offers a full range of behavioral health and counseling services to help individuals and families develop healthy ways of coping with adversity and resolve problems that have created obstacles to leading full lives. Our staff of caring, experienced Licensed Independent Clinical Social Workers and Licensed Chemical Dependency Counselors provide individual, couples, family and group therapy. And our team of psychiatric practitioners provide medication management, psychopharmacology.

Admission to this program is based on individual need(s), an assessment to determine if this outpatient program is the right fit for your needs.

Discharge from this program may occur for a number of reasons: Successful Completion of treatment goals, a discharge agreed upon between you and your therapist, missing two appointments or not having been seen in more than 30 days.

Services include:

- General Outpatient Psychotherapy
- Psychiatric Medication Management
- Substance Use Outpatient Counseling
- Anxiety
- Adjustment Disorders
- Depression
- Sexual Abuse Counseling
- Trauma Counseling
- Medical/Health Issues
- Parental Guidance
- Case Management
- Peer Supports
- Psychiatric Rehabilitation Services
- Access to Recovery (ATR) Assessments
- Victims of Crime Program
- Seven Challenges
- Medication Assisted Treatment

Groups

- Substance Use Groups for High School-Aged Students
- Substance Use Groups for Adults

Locations and Hours: Behavioral Health

Behavioral Health Services of Cranston

1090 Cranston Street, Cranston, RI, 02920



401-781-3990

Monday, Tuesday & Friday 9:00 a.m. – 5:00 p.m.

Wednesday & Thursday 9:00 a.m. – 7:00 p.m.

Behavioral Health Services of Coventry

191 MacArthur Boulevard, Coventry, RI, 02816

401-781-3990

Monday, Tuesday & Friday 9:00 a.m. – 5:00 p.m.

Wednesday & Thursday 9:00 a.m. – 7:00 p.m.

Behavioral Health Services of Warwick

220 Buttonwoods Avenue, Warwick, RI, 02886

401-781-3990

Monday, Tuesday & Friday 9:00 a.m. – 5:00 p.m.

Wednesday & Thursday 9:00 a.m. – 7:00 p.m.

Fees: Payment is Due at the Time of Service

We accept most third-party insurances including Medicaid, Medicare and Rite Care. No patient is denied services due to inability to pay. Self-pay and sliding scale fee are available for those who do not have health insurance and meet financial eligibility requirements. Speak with your health care team or the front desk to obtain an application for the sliding scale/reduced fees. All new and established patients who are uninsured may set up an appointment with our Financial Literacy Counselor to see if you may be eligible for any of the State supported programs or to assist in budgeting for your health care needs.

CCAP is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

CCAP's Behavioral Health Treatment Program is licensed by the RI Department of Behavioral Healthcare, Developmental Disabilities and

Hospitals (BHDDH), Health Center Program licensed by the Department of Health and Accredited by the Joint Commission.

After-Hours Care

CCAP's Primary Health Care Program provides access to a Physician on Call after hours. The Physician on call will assist you and offer direction on how to best address your problem at that moment in time. Please be aware that the Physician on call will not refill or prescribe any narcotic medications or any scheduled II drugs.

Behavioral Health clients – after hours emergencies should be handled through your local community mental health center or emergency room.

Prescription Refills



Please be sure to keep track of when your prescription(s) will run out. Please do not call the health center to refill your medications. Please have your pharmacist submit your refill to your doctor. Please allow 48 hours for the transaction to be completed.

If you need to refill a controlled substance, such as narcotics, stimulants and certain anxiety medications you will need to call the health center so that you can pick up a “hard” copy of your prescriptions. Current laws prohibit the filling of narcotics electronically.

Urgent Care/Emergency Room

We encourage all patients to think carefully about going to an urgent care center or an emergency room for routine, non-emergency care. If you truly believe that you are in an emergency state, please call 911 for assistance. We have many same day appointments available throughout all four health centers to accommodate your needs as they arise. We are likely able to see you sooner and quicker than an urgent care center. Please call with your same day appointment needs and speak with a triage nurse.

No Show Policy

We request a 24-hour notice for the cancellation of an appointment. Please understand that appointments are in great demand and failing to keep your appointment or give a 24-hour notice means another individual in need of that appointment will not be able to receive care.

Health Center – Health Center patients who no show 3 times in a one-year period will not be allowed to book an advance appointment. Only same day appointments will be offered.

Dental Center – Dental Patients are expected to call and confirm their appointment 24 hours in advance. Failure to call and confirm will result in your appointment being given to another patient.

Behavioral Health – Behavioral Health clients are expected to call 24 hours in advance for cancellation of their appointments. Two (2) no shows will result in closing your case from the behavioral health program.

Patient Rights

COMPREHENSIVE COMMUNITY ACTION RIGHTS OF PATIENTS

You have the Right To:

- Know the name and qualifications of all individuals providing service to you.
- Receive services without regard to race, creed, color, gender, sexual orientation, age, religion, disability or payment source.
- Receive care of the highest quality with consideration, confidentiality, privacy, security, dignity, effective communication that considers hearing, speech and visual impairment in a timely manner.
- Receive safe, appropriate care and services in a timely manner with respect to your decisions based on your personal, cultural, and ethnic history.
- Be knowledgeable of and told in advance of treatment options, and to participate in decisions, and changes about your care to include diagnosis, interventions, treatment plans which promote recovery, medications, risk of refusing interventions, limitations on confidentiality, ongoing progress regarding treatment goals and projected discharge date and plan.
- To individualized treatment and services in an appropriate setting, individualized plan that promotes health, ongoing review of plan and collaborative adjustments to that plan and offered a copy of the plan
- Be informed about the nature and purpose of any technical procedure that will be performed, including information about the potential benefits and burdens.
- Receive all the information regarding your condition and procedures that are necessary to make informed decisions about the care and treatment plans and to receive that information in a way that is understandable.
- Be free from coercion, mental and physical abuse, neglect, damage to or theft of property, or exploitation of any kind.
- Have your property treated with respect.
- Have access to your confidential treatment file or medical record.
- Have clinical issues treated and maintained in a confidential manner and to be advised of the agency's policy and procedure regarding disclosure of records.
- Formulate advance directives (living will) and to accept or refuse medical, surgical and mental health treatment and to receive written information about the Agency's policy on client Advance Directives.

- You have the right to designate a surrogate decision-maker if and when necessary.
- Refuse all or part of your care, to the extent permitted by law, and be informed of the expected consequences of such action.
- Be informed of any experimental research or investigational activities and the right to refuse such.
- Be informed of and to understand the way billing is handled by the Agency and of any changes in billing procedures within 15 days.
- Be fully informed of all services and equipment provided by the agency, directly or through contract, for which you will have to pay the specific charges for those services, and which charges may be covered by insurance or public health programs.
- Be informed of your payment responsibilities, and of the Agency's policy concerning payment for services.
- Be referred to another Agency and if referred, to be informed of any financial benefit to CCAP.
- Be heard regarding concerns and complaints and not receive coercion, discrimination, reparation, or interruption of service because of those complaints.
- Understand the agency's mechanism for receiving, reviewing and resolving patient complaints and to be provided information on grievance procedures with assurance of no retribution and receive written and/or verbal response to all grievances.
- Be informed on how to exercise these rights.
- Be informed in writing of a right to appeal a determination or decree made by CCAP with regard to eligibility for services, types of services, or change in services if you feel your rights have been violated
- Be fully informed of Agency's ownership and control.
- Be informed of your rights/responsibilities in the language you understand.
- Receive a Client Information packet which contains guidelines for treatment, including program rules, services provided, client rights/responsibilities and other pertinent information.
- Request a review of their treatment plan or record, an account of information released, and request amendment to a record at any time during treatment, and/or to obtain the opinion of a qualified outside consultant regarding their treatment plan if they desire.
- Participate in the planning of their individualized treatment plan and a periodic review of it.
- No client will be expected to perform services for CCAP that are not stated as part of their program treatment plan.

- No client will be allowed to perform services in lieu of treatment fees.
- You have the right to have competent, qualified, experienced clinical staff to supervise and carry out their treatment.
- You have the right to be referred for pain assessment.
- The right to request a different service provider, or service, and if denied, a written explanation.
- Be given reasonable notice of change in your provider or service.
- To object to changes in treatment, service or personnel and the right to written explanation if such objection can not be accommodated.
- To be present and participate in aftercare activities and referrals to other services you may need
- To provide or refuse to provide authorization for the release of confidential information to family members and or other as permitted by law.
- You have the right to report your concerns to RI Dept of Mental Health
- You have the right to exercise these rights without fear of discrimination, restraint, interference or recrimination
- You have the right to receive information on Accreditation status, discharge policies, areas of treatment specialties, hours of operation, emergency contact numbers, Concern and complaint resolution procedures, general services offered and a copy of the rights of persons served.
- You have the right to be informed if these rights change at any time
- You have a right to request (verbally or written) a copy of these rights.

Patient Responsibilities

COMPREHENSIVE COMMUNITY ACTION RESPONSIBILITIES OF PATIENTS

- You have the responsibility of keeping your appointment, be on time and when unable to do so, to cancel within 24 hours.
- You have the responsibility of being considerate of other patients and staff.
- You have the responsibility of respecting the property of other patients and staff.
- You have the responsibility of letting your provider know when you do not understand what is being said to you regarding your treatment and diagnosis
- You have the responsibility reporting any changes in address, telephone number, and financial status.
- You have the responsibility of assisting your provider or obtaining previous medical records.
- You have the responsibility for assuring that your provider has the most up to date information on you and your care.
- You have the responsibility for following through with what you and your provider has agreed upon. You must understand that if you do not do so, then you will be responsible for the outcome and may lose the right to care at CCAP.
- You have the responsibility to be honest with your provider
- You have the responsibility for informing your provider of any cultural, religious, personal and ethnic considerations regarding your care.
- You have the responsibility for providing us with accurate health insurance information
- You have the responsibility to provide payment at the time of service not covered by health insurance
- You have the responsibility of making payment arrangements for payments when you are unable to pay your balance in full.

Accreditations and Recognitions

At CCAP, we're proud of the awards we've gotten that show how much we care about helping our patients:

1. Patient Centered Medical Home (PCMH) Award by the National Committee for Quality Assurance
2. Joint Commission Golden Seal of Approval

What is a Patient Centered Medical Home?

Think of us like a helpful friend in your healthcare journey. We want to make sure you get the best care possible. That means:

Patient-Focused Care: We listen to you! Your feelings, needs, and wishes matter most. Our team wants to hear about your health concerns to help you make good, empowered choices.

Coordinated Care: It means working together. Healthcare can be confusing. We help make things simple. If you need to see a different doctor, we'll help you set that up and make sure all your doctors know what's happening with your health.

Easy Access to Care: We make it simple to see a doctor. We offer:

- Same-day appointments when you're sick
- Online doctor visits
- Flexible scheduling

Always Getting Better: We're always trying to improve. We ask for your feedback and use it to make our care even better.

Joint Commission Golden Seal of Approval



This is our gold star for the healthcare we provide to you. It means:

- Your safety is our priority.
- We follow the best healthcare practices to get you the best care.
- We use the newest and best medical information
- We want your trust so we can keep you healthy and safe

Healthcare Awards

Million Hearts Award

Our health centers in Cranston, Warwick, and Primary Care Partners won this special award in 2023 and 2024. It means we're really good at helping patients control high blood pressure reducing the risks of heart problems.

CHQR

We won several awards in 2024 for our commitment to improving all areas of our health practice:

- Silver Health Center Quality Leader Award
- Award for Improving Patient Access
- Award for Reducing Health Differences
- Award for Using Technology to Improve Health

- Early Adopter Award for Health Improvements

We're proud to have helped more than 20,000 patients this year! We can't wait to help you stay healthy and reach your health goals.

Additional CCAP Programs



Social Services:

The overall goal of CCAP's Social Service Component is to help individuals and families meet the basic human needs of food, shelter and clothing. In addition to a basic human needs program, the social services department includes Low Income Heating and Energy Assistance (LIHEAP), Weatherization (WAP), and Appliance Management Programs (AMP), which provide one-time funding for utilities, weather and energy saving modifications/appliances. Smart Optimal Solutions (SOS), a program that is accessible to those receiving LIHEAP, WAP or AMP, provides financial literacy and support for workforce development. All programs are designed to provide people with a range of services that promote personal and economic self-sufficiency. Services are available to income eligible individuals and families at no cost. Case management and resource linkage is inherent in all these social service components.

Family Development Program:

The Family Development case management programs are comprised of the following programs:

- RI Works (RIW) which includes the following components: Supportive Services, Youth Services, New Opportunity Home (NOH - transitional residential program open to RIW women 18-24 years old and their young children), Training and Employment;
- Learn to Earn which includes the following services in several locations: GED, Adult Basic Education, Career Exploration, Work Readiness, Job Placement and Employment;
- Family Care Community Partnership (FCCP);
- Substance Abuse Task Force (in three communities);
- Crisis Intervention Program; and
- Health Equity Zone (in two communities).

The goal of these programs is to encourage individuals and families to achieve and maintain personal, social and economic self-sufficiency. While the programs may be facilitated in different places, with different populations, and be funded differently, they are all designed to assist individuals and families to achieve optimal functioning in their home, place of employment, community and society. This involves empowering individuals within their own community, working with individuals and families to create and implement action plans that promote personal growth and development, while being responsive to their needs and concerns.

Child Development:

Our program, which includes Early Head Start, Head Start, State Pre-K, and Child Care, promotes school readiness skills by enhancing their social/emotional and cognitive development. The program is designed to support and strengthen parent child relationships and engage parents to support their individual goals. Emphasis is placed on the involvement of parents as their child's first teacher and advocacy efforts as they prepare to move to kindergarten.

**Thank you for choosing CCAP, Rhode Island's Helping Hand
for over 50 years!**

