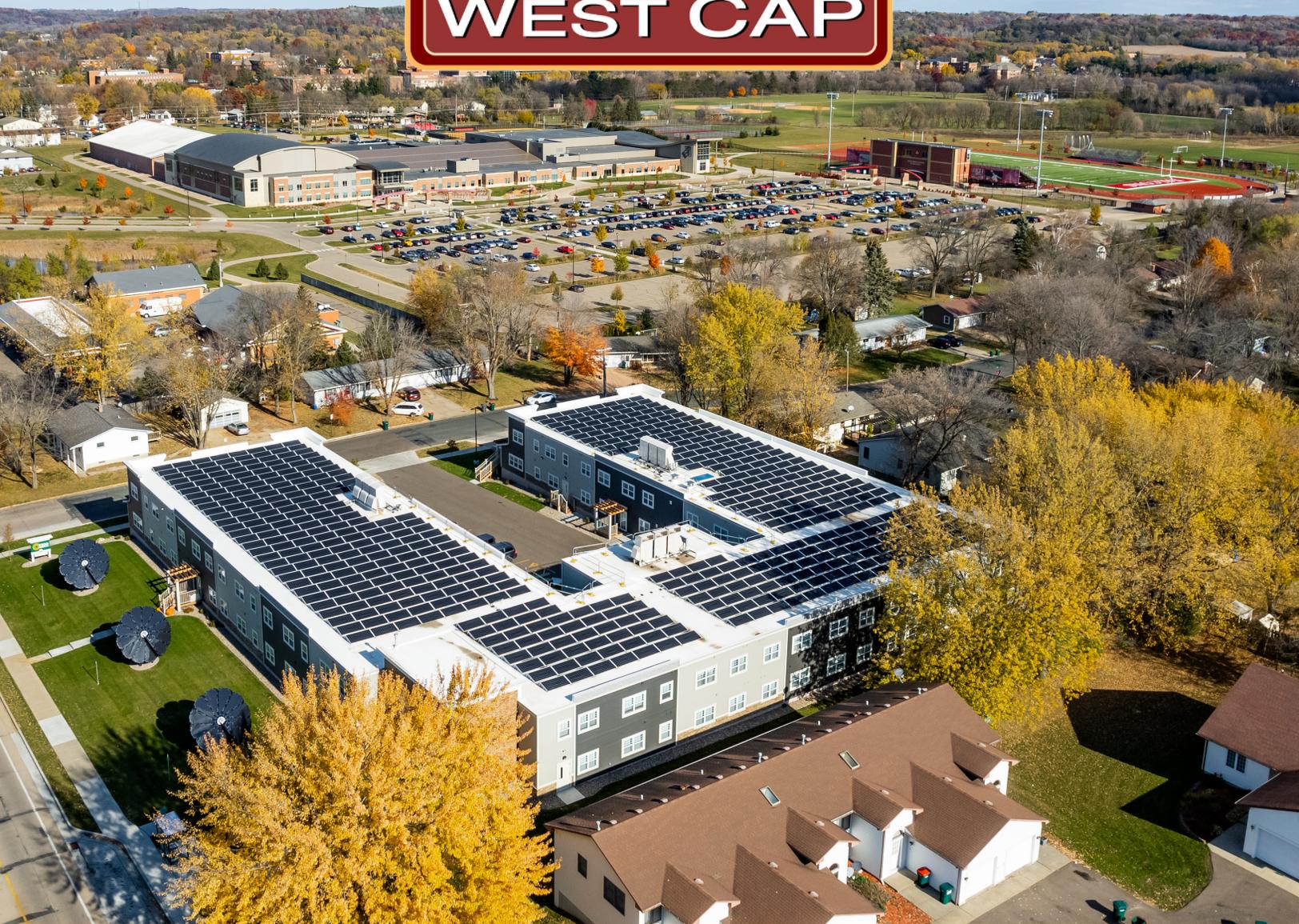




WEST CAP



ANNUAL REPORT

WEST CENTRAL WISCONSIN
COMMUNITY ACTION AGENCY, INC.

2021

WEST CAP BOARD OF DIRECTORS

Board Year May 2022 - May 2023

BARRON COUNTY

Pam Fall
Jonathan Senne

CHIPPEWA COUNTY

Dawn Christie
Kari Ives
Tony Willkom, Treasurer

DUNN COUNTY

Christian Blaisdell
Kwase Golliday
Vaughn Hedlund

PEPIN COUNTY

Paul Hoch
Rita McDonnell

PIERCE COUNTY

Paula Lugar
Lynn Paatalo
Phillip Verges, President

POLK COUNTY

Todd Groat, Vice President
Jenna Lokken
Jay Luke
Barbara McAfee

ST. CROIX COUNTY

Alexandra Hanson
Chris Holtkamp
Dave Ostness, Secretary
Greg Telljohn



In response to the COVID-19 Pandemic closures and precautions that began in March of 2020, the West CAP Board of Directors held its monthly meetings and conducted business together virtually through 2021.

MISSION

The mission of West CAP is to take action against poverty by developing the social and economic assets of low-income families and their communities and by working to create a more just and sustainable society.

On the Cover: Aerial view of West CAP's 50-unit affordable housing development at 1300 S. Main St. in River Falls, WI, equipped with 580 rooftop photoelectric panels. Learn more about the property on page 12.

LOCATION

525 Second Street, PO Box 308
Glenwood City, WI 54013

ESTABLISHED

1965

LEADERSHIP REPORT

Greetings from the West CAP Board of Directors and Staff. We are pleased to present West CAP's Annual Report for Fiscal Year 2021.

As you can imagine, the period covered by this report, July 2020 – June 2021, was a very challenging and volatile period for West CAP and the over 28,000 folks we served in this period. The fiscal year started just as COVID-19 was in its first dramatic surge across America. West CAP knew from the start that we would have to continue to provide services to our low-income households whose stressful lives were already hard enough before COVID showed up. In fact, according to the Wisconsin United Way 2020 ALICE report ALICE, A Study of Financial Hardship in Wisconsin, based on pre-COVID 2018 data (ALICE is an acronym for Asset Limited Income Constrained and Employed,) 34% of Wisconsin's families could not afford a "survival budget" without public assistance even when our economy was booming. Or at least "booming" by conventional measures. One year into COVID and that national number was 42%. To which one has to factor in the added stress of many low-wage workers having to work in food production and other jobs with a high rate of COVID transmission while dealing with closed schools and children at home, income disruptions, and deep uncertainties about their future.

So with minimal disruptions, we modified our procedures to keep both staff and clients alike as safe as possible while continuing to provide our critically important services. This assistance includes: weatherizing homes – which, along with the energy assistance we also administer, lowers household energy bills; developing and managing construction-subsidized affordable housing – which makes rent affordable on sliding income scale, doing homelessness interventions – which provide housing and case management to our most vulnerable neighbors; food and nutrition support – which stretches much needed grocery dollars, and literacy and skills enhancement – which helps low-wage workers increase their earnings. As this report illustrates, we not only continued to address these essential needs, we increased the number of folks we served across the board, and added several new COVID-related services such as emergency rent assistance to prevent evictions, and our Rapid Response and Resilience Fund to help with COVID-related expenses and needs in a flexible and timely way.

With these programs and resources, we provided critically needed assistance to 28,000 people in over 13,000 households while bringing more than \$15 million to work in the local economy. Thanks to a terrific and engaged local Board of Directors and a committed and a skilled and experienced staff, we have continued to address these challenges and more in the current year.

So once again, in the year ahead as in many years past, the Board and Staff of West CAP look forward to working with all of you to help make this a great place to live for all who chose to call west central Wisconsin home.

With warm regards,



Peter H. Kilde, Executive Director

(L to R) Peter Kilde, Executive Director
Lisa Smith, Chief Financial Officer
Robyn Thibado, Associate Director
Jessica Rudiger, Human Resource Manager
Tim Mather, Housing & Facilities Director

WEST CAP'S 2020 OPERATIONS TEAM





WEST CAP

229
HOMES
WEATHERIZED

39
ADULTS
ENHANCED
THEIR SKILLS

32
FOOD
PANTRY
PARTNERS

6,652
INDIVIDUALS RECEIVED
HOUSING ASSISTANCE

466 HOUSING
PROPERTIES
MANAGED

350
HOUSEHOLDS
WARMED WITH
FURNACE ASSISTANCE

LOW-INCOME
ADULTS
ENHANCED
THEIR SKILLS **14**

\$2.1M
DISTRIBUTED IN
ENERGY ASSISTANCE

BY THE NUMBERS

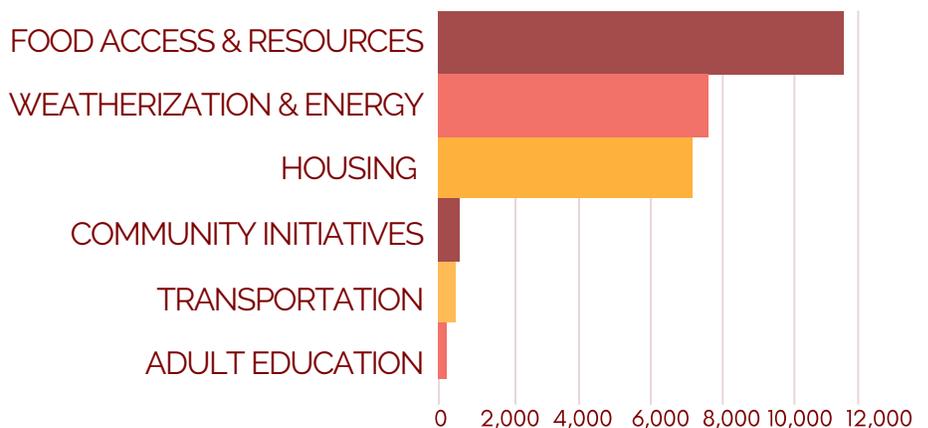
For Fiscal Year July 1, 2020 - June 30, 2021

West CAP's work has a direct and vital impact in west central Wisconsin in numerous ways:

28,295
TOTAL INDIVIDUALS SERVED

13,442
TOTAL HOUSEHOLDS SERVED

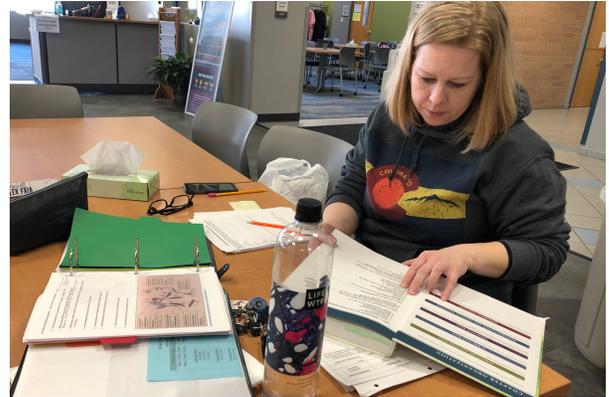
TOTAL INDIVIDUALS SERVED BY PROGRAM IN FY 2021



ADULT EDUCATION

The **Skills Enhancement Program** (SEP) offers an opportunity for low wage and/or low income working adults to increase their income status and benefits, and improve their quality of life. Financial assistance is provided in the form of tuition, books, childcare, and transportation, to help individuals pursue a short-term training program that builds their skills and future wage.

"I am amazed that I've been able to do it. Just all these accomplishments that I never thought of going for before. Once I started realizing that I could do these things, all the negative words that people were telling me weren't who I was. Then I started wanting to try more stuff."
-Skills Enhancement Program Participant



The **Literacy Program** recruits and manages volunteer tutors that offer one-on-one or small group tutoring for adults that want to improve their literacy skills for personal or job-related goals. Instruction includes increasing reading skills, GED/HSED preparation, English language communication skills, basic computer skills, and enhancing job skills.



Valorie's Story

Valorie is a young mother from Ecuador receiving English Language tutoring from a West CAP volunteer tutor in Spring Valley. Valorie was working for a dairy farm but experienced harassment from some of the workers. She wanted to get a different job. Valorie was able to get a new job at McMillian Electric in Woodville. She has just passed her probation period and now has access to employer benefits - something not available to her on the dairy farm. Thanks to the Literacy Program, Valorie was able to get out of an uncomfortable work environment and get access to a better job and benefits for her family.

INDIVIDUALS SERVED

198

HOUSEHOLDS SERVED

67

ECONOMIC IMPACT

\$96,011

FOOD ACCESS & RESOURCES

West CAP's Food Access and Resources Program addresses the issue of food security and support for local food production in our communities through a variety of programs:

- **3,224,868 lbs of food** were distributed to 32 community-based food pantries across seven counties through the Emergency Food Assistance Program.
- **853 low-income seniors** received vouchers to purchase fresh produce directly from farmers at their local farmers market, providing both food savings for seniors and income for local producers.
- **7,416 boxes** of nutritious food were delivered to low-income seniors through the Commodity Supplemental Food Program.
- **37 local producers** generate income by selling their fresh vegetables, fruits, eggs, meats, cheeses, baked goods, soaps, lotions, and handmade crafts to the community through the Menomonie Farmer's Market.



INDIVIDUALS SERVED
11,767

HOUSEHOLDS SERVED
5,903

ECONOMIC IMPACT
\$ 2,137,933

40%
WEST WI RESIDENTS NOT ABLE TO
AFFORD ENOUGH FOOD EACH WEEK

West CAP 2019 Community Needs Assessment



West CAP operates a weekly food pantry located at 823 Main Street in Boyceville, WI which is available to anyone who resides in the Boyceville and Glenwood City School Districts. All food is currently pre-packaged and distributed through curbside pickup between 1 pm and 7 pm weekly each Thursday. In 2020, West CAP purchased a new van from Northtown Ford, allowing us to accept and pick up larger donations of food.

TRANSPORTATION

INDIVIDUALS SERVED

412

HOUSEHOLDS SERVED

160

ECONOMIC IMPACT

\$106,457

West CAP launched the JumpStart program in 1998 to help low-income working families acquire late-model, fuel-efficient cars to meet transportation needs. Lack of funding has suspended this program in recent years, but transportation continues to be a significant barrier for low-income individuals and families to get to work, see a doctor, or pick up groceries.



In response to the COVID-19 Pandemic, West CAP received funding from a variety of sources to assist low-income residents who have been negatively impacted by the pandemic. Areas of assistance included Rent/Mortgage, Utilities, Phone/Internet, Food, and Transportation, specifically car repair, insurance, and licensing/registration fees.

HOMELESS INTERVENTION

- **393** individuals were quickly moved from homelessness to permanent housing through the **Rapid Re-Housing (RRH)** program.
- **96** qualifying households received rental assistance and supportive services through the **Tenant-Based Rental Assistance (TBRA)** program, serving 18-24 years olds and/or households with a disabled member.



(L to R) Erica Schoch, Homeless Intervention Manager
Kate Bechel, Case Manager
Jenifer Grambo, Client Information Specialist Lead



Our West CAP Menomonie Office at
1421 Stout Road in Menomonie, WI.

- **369** individuals received intensive case management and support through our **Permanent Supportive Housing (PSH)** program, which helps clients overcome a mental illness or substance use disorder to achieve stable housing.
- **363** households were provided with a **Housing Choice Voucher** to obtain long-term rent support at a participating unit of their choice in Pierce, Polk, and St. Croix Counties.
- 1,083 households received rent, utility, and wraparound services through the **Wisconsin Emergency Rental Assistance program (WERA)**.
- 11 Dunn County individuals stayed in one of two **Transitional Housing** units to receive support during a transition from corrections, treatment, or a local shelter.

INDIVIDUALS SERVED

6,652

HOUSEHOLDS SERVED

2,953

ECONOMIC IMPACT

\$7,720,675



SUCCESS STORY

September 2020

4,515
HOMELESS
IN WISCONSIN

2019 Report from the U.S. Department of
Housing and Urban Development (HUD)

"Katie" came into the Rapid Re-Housing program from a domestic violence shelter, where she had stayed for over two months. Katie and her children had never rented or lived in a place on their own. Housing was secured for Katie within 30 days, in an area that she preferred to live in so her support system would be close.

During the almost two years of program services, Katie's West CAP case manager was able to connect her with resources for her young sons, as well as subsidized housing for longer term housing.

She obtained part-time, in-home employment in the first six months of being housed. She continued this employment and then decided to obtain her GED.

Katie has been able to stabilize housing for herself and her children, access mental and primary health providers, access items needed for her home to make it safer for herself and children (special door locks, cabinet locks). Katie has since transferred to a subsidized housing program, thus completing one of her goals of obtaining and maintaining permanent housing.

COVID-19 PANDEMIC



MARCH 2020 -

As an "essential business" West CAP staff adapted quickly to meet CDC safety guidelines related to the COVID-19 pandemic. Staff masked up, staggered working hours and/or worked remotely to continue to serve clients. Pictured left are members of West CAP's "frontline" team.



West CAP's Food Pantry was able to stay open throughout the pandemic. Staff worked together to pre-package food for curbside pickup. Appointment-only food pick-up also helped limit the number of patrons visiting at one time.

MAY 2020 -

The Menomonie Farmer's Market made vital changes to provide a safe experience for patrons and vendors: one-way foot traffic, mandatory masks for all vendors, pre-packaging products, no self-service, no sampling, and two hand washing stations.



JUNE 2020 -

Funders like the State of Wisconsin, St. Croix Valley Community Foundation, and the United Way of Rice Lake, helped West CAP assist low-income residents who have been negatively impacted by COVID-19.



A SHARED RESPONSE



FEBRUARY 2021 - West CAP's Homeless Intervention and our Homelessness Assistance program staff helped respond to the rapidly growing need for housing assistance throughout the pandemic, fielding a record number of calls to the agency.



MARCH 2021 - Confirmation students from Holy Cross Lutheran Church in Glenwood City provided over 30 birthday bags to the food pantry, filled with cake mix, frosting, candles, plates and napkins so families could celebrate birthdays, especially during these difficult times.



SUMMER 2021 - West CAP partnered with Polk / Burnett County Public Health's mobile vaccine clinic to hand out gas cards as incentives to those who were coming to get vaccinated against COVID-19.

INDIVIDUALS RECEIVED COVID-19 RELATED ASSISTANCE FROM WEST CAP

2,244

HOUSING DEVELOPMENT

A shining accomplishment of the Housing Development program and of West CAP as a whole is the 50-unit affordable housing development in River Falls known as the **1300 Residences**. The project took shape in the summer of 2020 thanks to a partnership with Gerrard Corporation and \$7.8 million in WHEDA (Wisconsin Housing and Economic Development Authority) financing. The property features three SmartFlower solar trackers and a 580-rooftop solar panel installation (featured on the cover), plus state-of-the-art air-source heat pumps and energy-efficient insulated glass windows, keeping both utility costs and CO2 emissions low for residents. The property has been nominated for two national awards and has received the following recognitions:

- 🌸 **2020 Governor's Blue Ribbon Commission on Rural Prosperity**
- 🌸 **2021 WI Environmental Initiative's highest-scoring Green Built Certified Affordable Housing Project**
- 🌸 **24th Annual Governor's Excellence in Community Action Award**

"The design goal was not only to build high quality, affordable, multi-family housing in a community that needs it, but also to meaningfully address climate change and contribute to the sustainability of a future we all share."

- Peter Kilde, Executive Director



As a certified Community Housing Development Organization (CHDO), West CAP provides **development and asset management of affordable housing units** throughout our service area. Key partnerships with private for-profit businesses and non-profit groups have allowed us to develop, acquire or renovate over 700 units of housing to date across our service territory, as well as properties in Phillips, WI and Oskaloosa, IA.

West CAP CHDO Properties

- 1300 Residences
- Abbey Grove
- CAP Town Homes
- Cedar Meadows
- Colfax Prairie Homes
- Dakota Meadows
- Ellsworth Town Homes
- Glenwood Commons
- Hammond Homes
- Havenwood
- Heritage House
- NSP Rental Housing
- Santa Clara
- St. Croix Falls Townhomes
- Sunlight Terrace Town Homes
- Sunrise Meadow I & II
- Valley Villas



As part of our innovative and greener approach to affordable housing, West CAP incorporates state of the art **air-source heat pump** systems like these (pictured right), which sit atop our 1300 Residences. The system is designed to transfer heat rather than converting it from a fuel, allowing it to deliver **up to three times more heat energy** to a home than the electrical energy it consumes.



INDIVIDUALS HOUSED
825

HOUSEHOLDS SERVED
391

ECONOMIC IMPACT
\$3,309,593

WEATHERIZATION

Weatherization services help make a home more energy efficient and **reduce utility costs**. The program is offered through the U.S. Department of Energy and provides services like water heater and furnace upgrades, air sealing, attic insulation, LED lighting upgrades, and refrigerator/freezer upgrades. West CAP is proud to have been the first federally funded low-income Weatherization program in America, beginning to offer these services in 1976.

INDIVIDUALS SERVED

4,109

HOUSEHOLDS SERVED

1,910

ECONOMIC IMPACT

\$ 3,245,563

Our West CAP Weatherization team conducts computerized **energy assessments** and uses advanced diagnostic equipment, such as blower doors, manometers, and infrared cameras, to create a **comprehensive analysis** of qualifying homes. This helps them decide the appropriate cost-effective measures to take and any health and safety concerns that should be addressed, like air quality, mold, etc., to ensure the home is **both energy efficient and safe**.

The **Emergency Furnace Program** provided 350 households with a new furnace or furnace repairs during the winter months.



*"Thanks for giving me a warmer and even cozy home. I will not be dreading next winter as I have in the past with the minus temperatures."
-Weatherization Client*

ENERGY ASSISTANCE

Through the Wisconsin Home Energy Assistance Program (WHEAP), West CAP provides assistance for heating costs, electric costs, and energy crisis situations to help **lower the burden** of monthly energy costs. West CAP administers this program for St. Croix, Dunn, and Pepin Counties. Utility payments are made directly from the State of WI to vendors or customers. A total of **1,879 households** received utility assistance from West CAP through the WHEAP program in 2021.

"It comes to the point where I look at a bill, and either I'm going to pay a bill or I'm going to buy food."

INDIVIDUALS SERVED

3,870

HOUSEHOLDS SERVED

1,879

ECONOMIC IMPACT

\$2,110,802

WERA: WISCONSIN EMERGENCY RENTAL ASSISTANCE

The state's new WERA program launched in March 2021 in an effort to support Wisconsin residents who have experienced income loss as a result of the COVID-19 pandemic. The bill included more than \$322 million in funding to provide direct financial assistance for rent, utility, home energy costs, and wraparound services across the state.



West CAP distributed over \$2M in emergency rental assistance to 1,083 households across Barron, Burnett, Chippewa, Dunn, Pepin, Pierce, Polk, St Croix and Washburn Counties during the pandemic.

IN THE COMMUNITY



Staff members Jenna Beyrer (L) and Laura Kincade (R) shopping for holiday items.

HOLIDAY GIFT DRIVE

Each year, West CAP collects donations of toys and funds to spread joy to families in need during the holidays. The program provided gifts to children 0-18 years old from **50 households** within Glenwood City, Boyceville, and Spring Valley school districts.



Glen Hills Golf Club member (L) presenting a donation to Jill Woodington (R) of West CAP to support Operation Back to School

OPERATION BACK-TO-SCHOOL

No child should go to school without the supplies they need, like a backpack, notebooks, crayons, and pencils. Parents spent an average of **\$270 on back-to-school items** per student in 2021. Thanks to the generosity of the community, this program eased that burden for **54 qualifying families** in 2021.

INDIVIDUALS SERVED

463

HOUSEHOLDS SERVED

104

ECONOMIC IMPACT

\$176,388

CONTRIBUTIONS

July 1, 2020 - June 30, 2021

\$50,000 +

Feed My People Food Bank, \$1/lb of food \$172,027
Hugh J. Andersen Foundation \$79,500
Fred C. & Katherine B. Andersen Foundation \$75,000
St. Croix Valley Foundation \$54,850

\$10,000 +

Anonymous \$20,000
United Way of Greater Chippewa Valley \$20,000
Andersen Corporate Foundation \$19,000
Community Foundation of Dunn County \$14,100
Tom and Patty Doar Foundation \$11,000
Citizens State Bank \$10,000

\$5,000 +

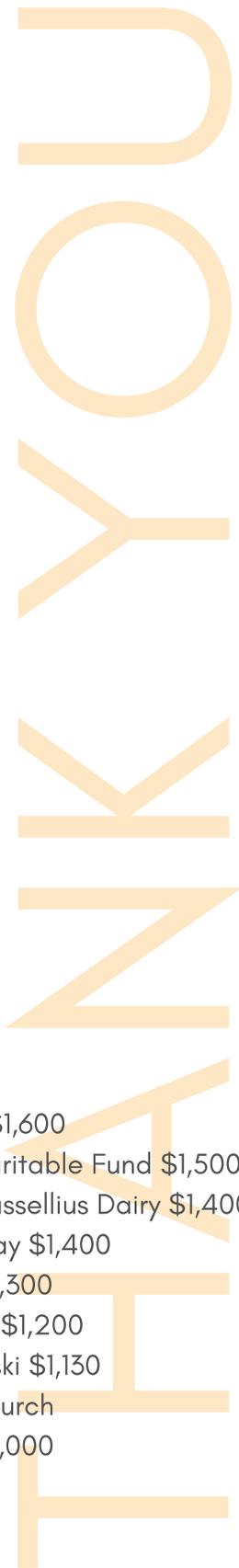
St. Croix United Way \$5,500
The Henkel Foundation \$5,000
Rice Lake United Way \$5,000
St. Croix County \$5,000
Somerset Community Foundation \$5,000

\$1,000 +

Our Savior's Lutheran Church
and Congregation \$4,500
Barron County \$4,000
Chippewa County \$4,000
Polk County \$4,000
Pierce County \$3,000
Tim and Joyce Hall \$2,100
Kenneth and Karen Hansen \$2,000
Wisconsin Literacy Foundation
learning materials \$1,752
Anonymous \$1,720

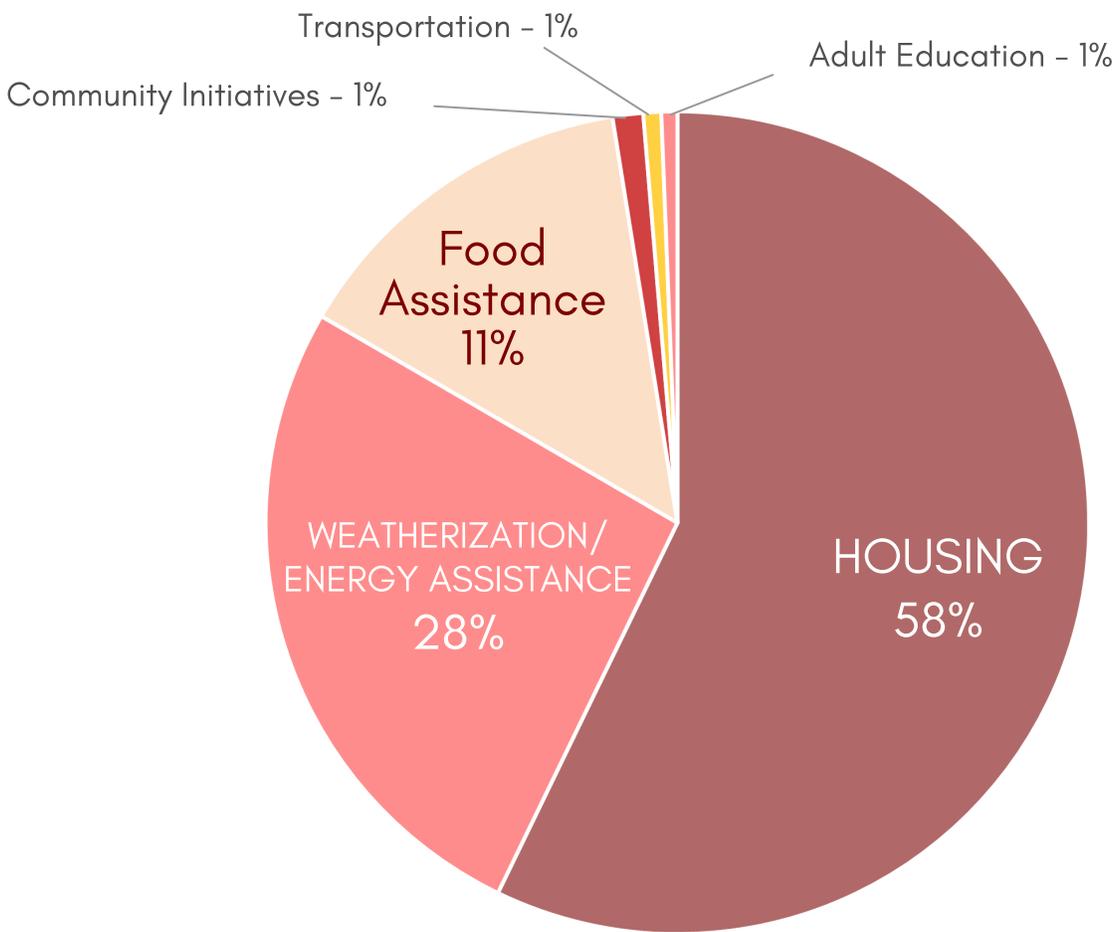
AnnMarie Foundation \$1,600
Bill & Chogn Ullum Charitable Fund \$1,500
Mike Cassellius dba Cassellius Dairy \$1,400
Dunn County United Way \$1,400
Knights of Columbus \$1,300
Keith and Carol Larson \$1,200
James & Eileen Michalski \$1,130
Holy Cross Lutheran Church
and Congregation \$1,000
Larry Mousel \$1,000
Pepin County \$1,000

TOTAL: \$540,579



AGENCY FINANCIALS

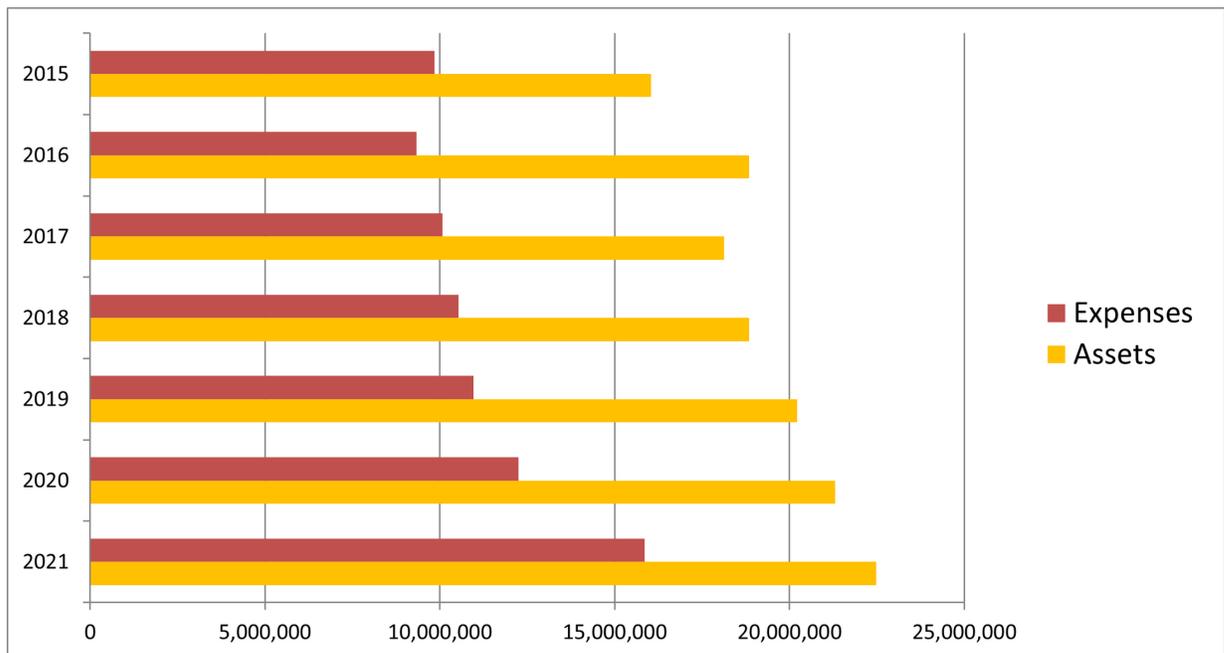
WEST CAP PROGRAMS BY % OF TOTAL ECONOMIC IMPACT



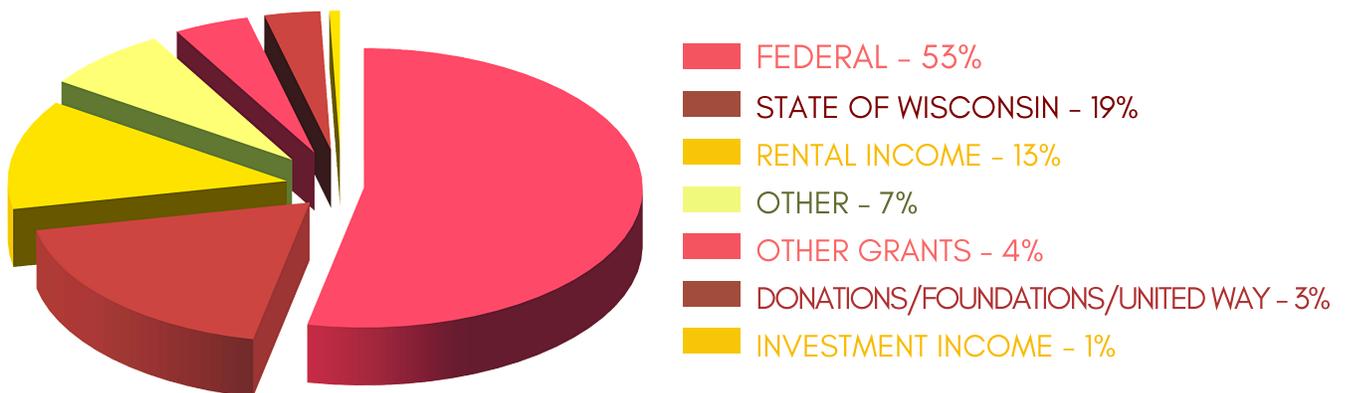
\$18,903,423
TOTAL ECONOMIC IMPACT

FISCAL YEAR ENDING 2021

ASSETS VS. EXPENSES FYE 2015-2021



REVENUE FYE 2021





WEST CAP

525 2nd Street
PO Box 308
Glenwood City, WI 54013
westcap.org

NONPROFIT ORG
US POSTAGE
PAID
Glenwood City, WI
Permit #17



WEST CAP

WEST CENTRAL WISCONSIN COMMUNITY ACTION AGENCY INC.

MAIN OFFICE
525 2ND ST.
GLENWOOD CITY, WI 54013
(715) 265-4271

WEATHERIZATION
319 MISTY LANE
GLENWOOD CITY, WI 54013

MENOMONIE OFFICE
1421 STOUT ROAD
MENOMONIE, WI 54751