



WEST CAP

**West Central Wisconsin
Community Action Agency, Inc.**



2014

ANNUAL REPORT

Working to create a more just and sustainable society



LETTER FROM...

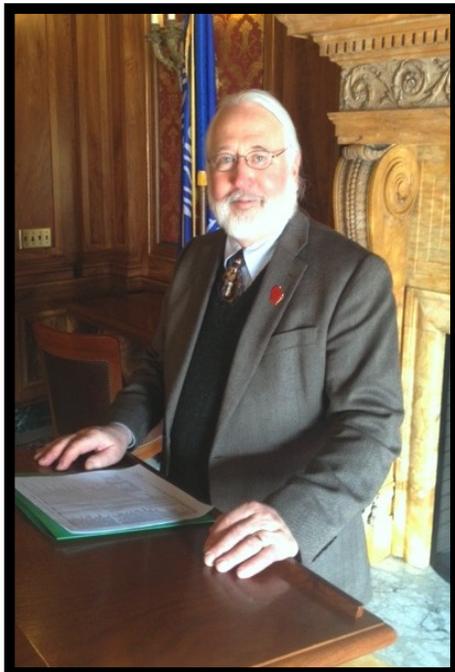
Greetings from the West CAP Board of Directors and Staff;

We are pleased to present West CAP's Annual Report for 2014.

Once again, it has been a very busy year for the agency. We provided essential services to 10,406 households; an increase over CY 2013 of nearly 1,200 households, and an increase of 2,700 households over the previous year. Services we provided include home weatherization; eviction prevention; rent assistance, case management and supportive services for individuals and families experiencing homelessness; skills and literacy training; help in purchasing a reliable and economical car; first-time homebuyer assistance; foreclosure mitigation; safe, decent and affordable rental housing; energy assistance; and access to needed food. In carrying out this work, West CAP also put nearly \$9.9 million to work in the local economy.

Were we in a for-profit business, these numbers would tell us that we are in a growth industry. But we are a mission-based nonprofit, and these numbers speak to us of decline; of an economy with diminishing opportunities and a lower quality of life for our low-income working families and for those who cannot work, or who cannot find work. Six years in from the onset of Great Recession and the "recovery" remains beyond the grasp of many of our neighbors in west central Wisconsin.

In the face of all this, and in an era of widespread misinformation about low-income people and the programs that were created to meet their basic needs and in an economy that increasingly benefits the wealthiest Americans while prosperity declines for all other income groups, West CAP soldiers on



in our mission of meeting the daily, basic needs of low income families. All the while, we are working to create a just and sustainable society. We believe this to be honorable and important work, and we will continue to provide the best and most cost effective services that our fifty years in this field have taught us to deliver.

As we have for these past fifty years, 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 choose to call west central Wisconsin home.

With warm regards,

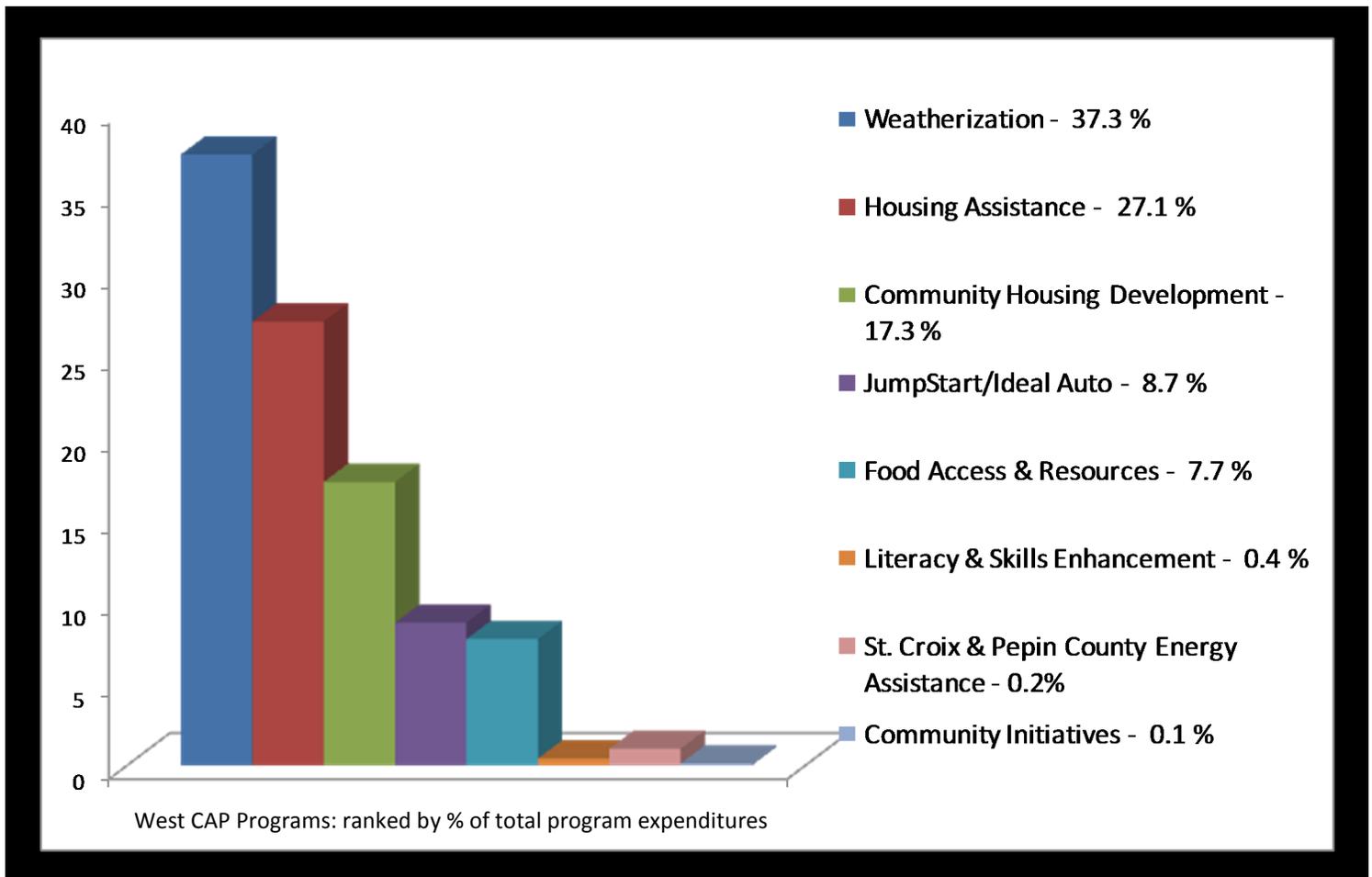
Peter H. Kilde
Executive Director

West Central Wisconsin Community Action Agency, Inc. *serving Barron, Chippewa, Dunn, Pepin, Pierce, Polk, and St Croix Counties*

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.

2014 Total Economic Impact: \$9,894,321

2014 Total Households Served: 10,406



WEATHERIZATION & ENERGY

Weatherization

Weatherization offers a range of services, including insulation and minor repairs. Each home or apartment receives a technical assessment and weatherization work to provide more efficient use of utilities including: insulation of attics, walls and floors; repair or replacement of furnaces; computerized energy audits; air infiltration testing; and a general health and safety inspection.

- Households Served: 515

- Economic Impact: \$3,688,198



“What you folks do in strengthening our homes is that you also strengthen our sense of value. By investing in our homes, you invest in us. You remind us that we still have value. Your generosity in all that you’ve done for my home has been a generosity to my self-esteem as well.”



Energy Assistance

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs, and energy crisis situations. Utility payments are made directly from the State of Wisconsin to vendors or customers. West CAP administers the program for St. Croix and Pepin counties.

- Households Served: 1,380

- Economic Impact: \$134,882

COMMUNITY HOUSING

Community Housing Development Organization (CHDO)

CHDO provides development and asset management of affordable housing units throughout the West CAP service area. Through partnerships with private for-profit businesses and non-profit groups West CAP has developed, acquired or renovated 512 units of housing in Barron, Boyceville, Chippewa Falls, Clayton, Colfax, Downing, Ellsworth, Frederic, Glenwood City, Hammond, Menomonie, New Richmond, Phillips, Rice Lake, Spring Valley, Stanley, St. Croix Falls, and Oskaloosa, IA.

- **Households Served: 356**
- **Economic Impact: \$1,715,028**



HOUSING ASSISTANCE

The Housing Assistance programs help low-income families by providing a continuum of housing options from transitional housing for persons experiencing homelessness to homeowner services. Housing assistance staff members work to match individuals and families with available program funds and other community resources.

Homeless Prevention Program

- Rent/Utility Assistance – financial support to prevent homelessness
- Transitional and Permanent Supportive Housing – help in achieving safe and affordable housing for homeless families, dealing with physical, medical and daily living needs, and developing a plan for long-term stability
- Housing Choice Vouchers – assistance with rental costs in Dunn, St. Croix, and Pierce counties through HUD Section 8 Housing Choice vouchers

Homeownership Program

HUD certified housing counselors assist families in understanding and attaining responsible home ownership. Housing counselors provide several services including:

- Home Buyer workshops
- Down payment and closing cost assistance
- Foreclosure Intervention workshops
- Foreclosure mitigation - finding solutions, understanding options, limited financial assistance

- Households Served: 522

- Economic Impact: \$2,680,131



Brian & Jennifer Bault and family enjoying their new home after receiving Down Payment Assistance through the First-Time Homebuyer Program.

TRANSPORTATION

A single parent in Hudson recently received her JumpStart car. She has two small children and works full time plus has two part-time jobs. Prior to Jumpstart, she drove a sixteen year old car with 203,000 miles that was not dependable for starting during cold weather and when it did run, the heater did not work. She kept sleeping bags and blankets in the rear seat to try to keep her children warm. Many days each week, she had to depend on co-workers to get her to work. Once at work, she had to arrange transportation to her second or third job and also back home. JumpStart got her into a 2012 Ford Focus with 40,500 miles on that gets 35 mpg. She can now get to all her places of employment and travel safely as needed with her children for doctor appointments, groceries and life. She now volunteers transportation assistance to her co-workers at all three locations when they have transportation problems. She stated, "I feel like a giant weight has been lifted from my shoulders, I can make my life work now with my JumpStart car."



JumpStart Program

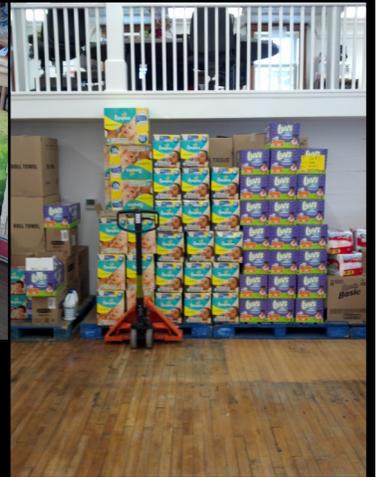
JumpStart helps low income families solve their essential job and family transportation needs by assisting in the purchase of good quality, fuel-efficient cars. JumpStart assistance includes:

- Finding the right car at a reduced price
- Obtaining financing from a local lending institution
- Establishing a fund to cover major repair expenses
- Preventative maintenance training

- Households Served: 23

- Economic Impact: \$857,005

FOOD ACCESS & RESOURCES



This past fall West CAP's Food Access and Resource Program participated in several fund-raising/food donation events to reach a goal of raising \$5,000. One of these events was a benefit concert along with a spaghetti dinner. We teamed up with Cornerstone who put on the concert and Thrivent Financial who gave us seed money for materials and advertising and free t-shirts to all volunteers. Over all we were able to raise over \$6,000 in that 6 week period which was matched by 5,000 pounds of free food from Feed My People Food Bank.

Food Access and Resources Program

The Food Access and Resources Program addresses food security in our communities by supporting a network of food pantries, soup kitchens, and shelters that provide emergency food assistance. The program provides staff support and TEFAP food distribution assistance to 26 community-based food pantries, 4 shelters and 1 soup kitchen in west central Wisconsin. Each of these outlets provides direct, emergency food assistance to low-income families in their area. Other programs include:

- Administration and coordination of the local food pantry for Glenwood City & Boyceville school districts
- Senior Farmers Market Vouchers – vouchers for low-income senior households to utilize at certified farmers markets and roadside stands
- Commodity Supplemental Food Program – monthly deliveries of food boxes to low-income seniors
- Menomonie Farmers Market - a community marketplace where farmers can generate extra income. It also provides an opportunity for consumers to purchase fresh products directly from area farms, such as vegetables, fruit, eggs, meats, and handmade crafts
- Back-Pack program - West CAP orders and assists the Glenwood City school district to provide weekend backpacks of food for low-income students. This program is solely funded through local Glenwood City Donations and serves on average 30 households per week.

- Households Served: 7,211

- Economic Impact: \$768,255

COMMUNITY INITIATIVES

Community Initiatives

Holiday Gift Drive - for children ages birth to 18 years, we help with gift giving during the Holiday Season to income eligible families in the Boyceville, Glenwood City, and Spring Valley school districts; funded by the generous donations of the community and local businesses. We also partner with the schools and churches in these communities to help teach the value of giving to those less fortunate. Some businesses have also made it a tradition to “adopt” families and purchase everything on their wish lists.

Back-to-School Supply Program - for children in Dunn County and the Glenwood City school districts; our program assists income eligible families with supplies for Pre-K to 12th grade. This program is funded by the generous donations of the community and local businesses.

- **Households Served: 354 (879 children)**
- **Economic Impact: \$8,259**



Pictured below are students and teachers from Ms. Lewis’s kindergarten class, Ms. Standaert’s first grade class, and Ms. Lentz’s second grade class from Glenwood City Elementary School delivering their donations for the Holiday Gift Program.



ADULT EDUCATION

Literacy and Skills Enhancement Program

Literacy – assistance to improve literacy skills for personal, educational or job related goals

Skills Enhancement – case management and financial assistance for low-wage workers enrolling in short-term training to increase job skills and benefits

- **Households Served: 45**
- **Economic Impact: \$42,563**



Maribel is a 37 year old parent of three who lives with her husband in River Falls. Maribel is originally from Honduras, but has lived in the United States for 12 years. Maribel wanted to be a Certified Nursing Assistant, and successfully passed a nursing assistant course. Unfortunately, she was unable to pass the written portion of the state certification exam because of her difficulty reading English. She has been working with a West CAP tutor to increase her English vocabulary and review the nursing assistant manual to prepare to re-take the nursing assistant course. Maribel has increased her speaking proficiency by one level and has entered a nursing assistant course at Chippewa Valley Technical College for the Fall 2014 semester. Her tutor is coaching her with her studies.

Sheila earned her associate degree in Nursing from Chippewa Valley Technical College last May with help from West CAP's Skills Enhancement Program. Sheila was working as a Medical Assistant at a healthcare clinic in Hudson when her husband was injured on the job and lost his income. That caused an economic hardship for their family with two small children. Sheila decided to go back to school to earn her Associates Degree in Nursing in order to increase her income to help her family. When Sheila enrolled in the Skills Enhancement Program, she was earning \$17.72 an hour and working 32 hours a week. Sheila graduated, passed her Registered Nurse exams, and was hired as a Registered Nurse at the same clinic where she had been working. Sheila now earns \$30.75 an hour for 32 hours a week. She has increased her wages by 74%. Her annual income went from \$29,486 to \$51,168. She has access to employer benefits and her family no longer needs economic support.



Leonard is a 60 year old living in Hudson. He has scoliosis, difficulty hearing out of one ear, and was labeled a "slow" learner when he was attending school. He works part time at a local grocery store. Leonard's literacy goals were to increase his reading and writing skills, improve computer skills, and increase involvement in community activities. He wants to be a life-long learner.

In 2014, Leonard began an online computer program called *My Skills Tutor*. He was enrolled in this program by Wisconsin Indianhead Technical College's Adult Basic Education Program. He can use a computer at his living center and access lessons remotely. West CAP provides a tutor for Leonard to help him learn basic computer skills and answer questions he has about the content of his online lessons. Leonard has increased his reading comprehension skills by over 4 grade levels and has learned basic computer skills.

Down and out, River Falls woman says: 'Go for it,' follow your dreams

Printed in the River Falls Journal - By Gretta Stark on Feb 12, 2015

If you had told Carrie Kittleson four years ago that she'd be Globe University's Star Student of the Year, she wouldn't have believed you.

Back in 2011, Kittleson, now almost finished with the medical assisting program at Globe University in Woodbury, Minn., was a frightened, newly single mother living at River Falls Turningpoint domestic abuse shelter.

Now, she's earning great grades at Globe and working to build a better life for her kids -- nearly 8-year-old Kyleigh, 6-year-old David, and 17-month-old John.

"I'm amazed that I've been able to do it," Kittleson said. "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."

Kittleson left her husband in summer 2011. She took her children. She said the relationship was emotionally abusive and becoming physically abusive. Leaving for Turningpoint, she said, and dealing with the end of her marriage, was the hardest thing to do. "I think that I just relied on God," she said. "Because there's not a whole lot of situations in a marriage where you can say I relied on God to leave, but there's one for sure. That's what got me through was knowing that God still loved me."

God wasn't her only support through her ordeals. Turningpoint referred her to other resources that could help her — including the West CAP Transitional Housing Program. Funded by HUD, (Housing and Urban Development), the program helps homeless people gain housing by providing up to two years of subsidized housing and case management, according to West CAP Associate Director Robyn Thibado.

Staying in Turningpoint counts as homeless, Kittleson said, so she qualified for the program. Through it, she was able to rent a home in River Falls, near her kids' school. She later received help from the River Falls Housing Authority.

Kittleson also built up a great relationship with West CAP Homelessness Prevention Program Case Manager Carolyn Manfred. Kittleson said she learned a great deal working with Manfred. "She would just come and chat and ask how life was, and she kind of shared a little bit about herself, also," Kittleson said. "I never felt judged by her. She came in and was encouraging, really nice. It was like having a friend come over once a week."

Manfred encouraged Kittleson to try for the West CAP Skills Enhancement program, which assists low-income workers to get the education they need for a better job, and hopefully earn more money and access health benefits. The program helped pay for Kittleson's tuition to Chippewa Valley Technical College's CNA (Certified Nursing Assistant) program, as well as helping with her CNA exam costs, and helping with some books, scrubs and other supplies. She also received assistance from the Wisconsin Works (W2) program.



BOARD OF DIRECTORS



From left to right: Todd Groat (Secretary), Paul Streif (President), Larry Jepsen (Vice President), and Tom Etmund (Treasurer).

West CAP is governed by a 21 member board of directors. Directors are selected to represent low-income, government and community constituencies in each of the counties we serve. Government representatives are selected by their county board; community representatives are selected by various organizations and businesses; low-income representatives are elected through a democratic process.



Meetings are held the second Monday of each month (excluding July and December).

All meetings are open to the public. Agendas can be found on our website at www.westcap.org.

Barron County

Kay Curtin
Myrtle Herbst
Paul Streif

Chippewa County

Tom Etmund
Dawn Hemm
Glen Sikorski

Dunn County

Edna Forrest
Sheila Stori
Mary Van Norman

Pepin County

Sandra Anderson
Paul Hoch
Bill Ingram

Pierce County

David Peterson
Philip Verges
Ruth Wood

Polk County

Todd Groat
Larry Jepsen
Clayton Henschke

St. Croix County

Jarod Blades
Dave Ostness
Cindy Thomas

2014 Board of Directors Annual Meeting

Awards Presented to:



Tim & Joyce Hall —Outstanding Partner Award
Presented by Stephanie Stark, Literacy & Skills Enhancement Coordinator

West CAP chose to give Joyce and Tim Hall the Outstanding Partner award because they have given financial assistance to the Literacy and Skills Enhancement Programs, donated vehicles to the JumpStart Program, and have volunteered their services.

Tim is a math tutor for the Literacy Program and Joyce has stated she is interested in being on our Literacy Advisory Committee that we will soon be starting. Joyce has been tremendous at working with the Literacy & Skills Enhancement Programs to give assistance to clients that need help. She has truly worked right along with me to coordinate services, refer clients to West CAP, and has worked with our tutors to help them address the needs of our mutual clients. Joyce and Tim also donated a 1999 Acura and a 2001 Honda Odyssey van in August of 2012. Both vehicles were in good condition and really helped support our JumpStart program.

Matilda Reams—Client Achievement Award

Presented by Gail Winship, Homeless Prevention Case Manager

Matilda Reams has been on SHP for just over a year. She has increased her income substantially by changing her employer. She is on track for a management position with Target Optical. She is always available for our meetings, she complies with the program requirements and takes suggestions well. She works hard to stick to budgets that she and I have created. Matilda is a single mom living in Hudson with three very young kids and she is also working with her children's' father to co-parent and reconcile their differences. She pays her rent on time and she keeps her home very neat and clean even with little ones around. She is very responsible, pleasant, hard-working and has excellent parenting skills. I think her consistent hard work and dedication to improving her situation are deserving of recognition. Matilda is a pleasure to work with.



Harry Christian —Volunteer Award

Presented by Melissa Larson, Food Access & Resource Manager



Harry came to the new location of West CAP's Food Pantry shortly after it opened to say hello and introduce himself. He happened to show up during a Feed My People delivery and said he wouldn't mind helping if we ever needed help. Before I knew it, he was here every week helping with the weekly FMP delivery by using the electric hand fork-lift to assist the semi drivers unload the deliveries. He did such a great job at the pantry he then became our official "truck un-loader" for the CSFP program on the second Monday of each month rain or shine.

Not only does Harry relieve the food pantry and CSFP program with delivery assistance he also shows up every Wed and Friday to haul all recyclables and garbage away. That may not seem like much to some but it saves the Food Access and Resource programs a lot of money.

We admire Harry for his hard work, dedication and willingness to step in and help out wherever there is a need. He has a big heart for helping others and makes sure that nothing will go to waste. We truly could not be as efficient or as well organized without Harry's unending willingness to be a part of our Food Access and Resource Volunteer team.

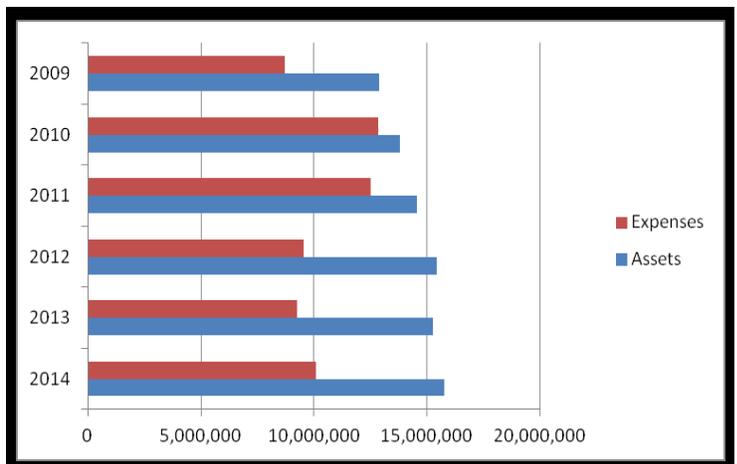
FINANCIAL STATEMENTS

Consolidated Statement of Financial Position June 30, 2014

Assets	
Current assets:	
Cash	\$412,132
Grants receivable.....	\$213,341
Accounts receivable.....	\$329,727
Loans receivable, current portion.....	\$56,962
Inventory	\$354,481
Prepaid expenses.....	\$41,353
Construction in progress.....	\$31,768
Total current assets	\$1,439,764
Long-term assets:	
Restricted cash	\$614,997
Loans receivable, net.....	\$924,343
Investment and Investments in and advances to limited partnerships.....	\$4,731,191
Deferred development fees.....	\$346,534
Other assets.....	\$12,932
Total long-term assets	\$6,629,997
Property and equipment, net	\$7,727,206
TOTAL ASSETS	\$15,796,967
Liabilities and Net Assets	
Current liabilities:	
Current portion of line of credit	\$0
Current portion of notes payable	\$367,116
Current portion of capital lease payable	\$12,121
Accounts payable.....	\$188,813
Other liabilities & accrued liabilities	\$237,390
Grant funds received in advance	\$331,478
Total current liabilities.....	\$1,136,918
Long-term liabilities:	
Lines of credit	\$1,020,043
Security deposits	\$66,316
Notes payable.....	\$2,959,431
Capital lease payable	\$19,863
Inventory advance	\$28,850
Other liabilities	\$72,025
Total long-term liabilities.....	\$4,166,528
Total liabilities	\$5,303,446
Net assets:	
Unrestricted.....	\$2,705,758
Temporarily restricted	\$7,787,763
Total net assets.....	\$10,493,521
TOTAL LIABILITIES AND NET ASSETS.....	\$15,796,967

Consolidated Statement of Activities Year Ended June 30, 2014

	Unrestricted	Temporarily Restricted	Totals
Revenue:			
Grant revenue.....	\$6,214,757	\$252,777	\$6,467,534
Donations/			
Foundations/United Ways	\$112,920	\$18,920	\$131,840
Investment income	\$94,546	\$0	\$94,546
Rental income	\$1,198,265	\$0	\$1,198,265
Program contributions.....	\$80,768	\$0	\$80,768
Sales	\$707,774	\$0	\$707,774
Other income	\$1,424,905	\$0	\$1,424,905
Net assets released			
from restrictions	\$322,619	(\$322,619)	\$0
Total revenue.....	\$10,156,554	(\$50,922)	\$10,105,632
Expenses:			
Salaries and wages.....	\$2,478,393	\$0	\$2,478,393
Fringe benefits	\$734,614	\$0	\$734,614
Consultants/contract labor	\$209,895	\$0	\$209,895
Space/utilities	\$681,147	\$0	\$681,147
Consumable supplies	\$154,051	\$0	\$154,051
Travel/transportation & training....	\$226,166	\$0	\$226,166
Small equipment purchases/depreciation repairs and maintenance	\$458,681	\$0	\$458,681
Other expenses	\$1,209,021	\$0	\$1,209,021
Participant support	\$3,143,642	\$0	\$3,143,642
Interest	\$172,712	\$0	\$172,712
Cost of goods sold.....	\$620,007	\$0	\$620,007
Total expenses	\$10,088,329	\$0	\$10,088,329
Change in net assets	\$68,225	(\$50,922)	\$17,303
Net assets - Beginning of year.....	\$2,637,533	\$7,838,685	\$10,476,218
Net assets - End of year	\$2,705,758	\$7,787,763	\$10,493,521



Assets vs. Expenses for FY2009-2014

FUNDING/DONATIONS

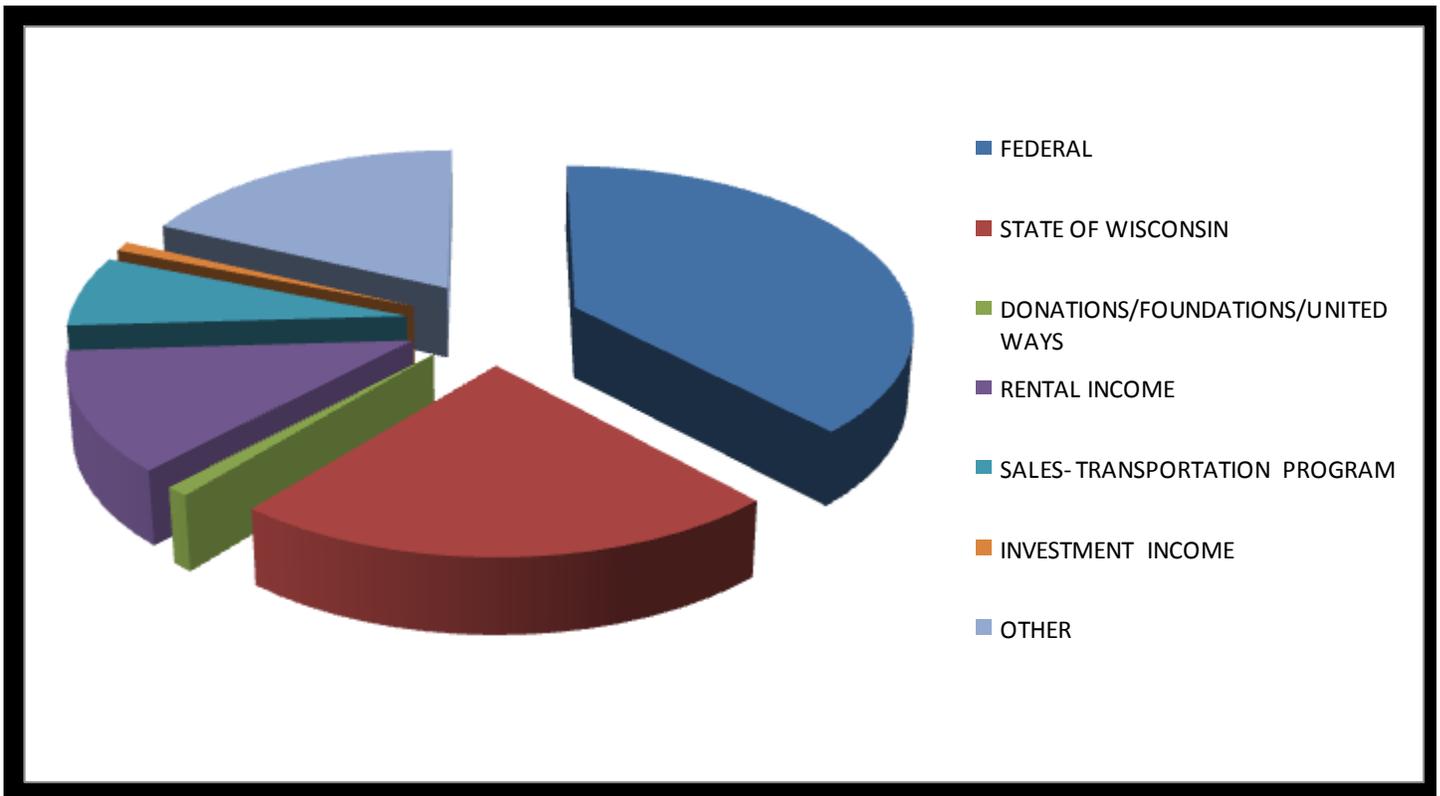


Chart of Revenue for FY2014

Donations/Foundations/United Ways - funds received during FYE June 2014

(including donated items - value based on estimated fair market value)

\$1,000+

United Way of Rice Lake	\$4,500
Barron County	\$4,000
Chippewa County	\$4,000
St. Croix County	\$4,000
Community Foundation of Dunn County	\$3,375
Pierce County	\$3,000
Dunn County	\$2,983
Polk County	\$2,660
Steve & Joan Faulhaber - donated vehicle	\$2,550
Xcel Energy Foundation	\$2,500
John & Nancy Zavodny - donated vehicle	\$2,200
Joyce Hall	\$2,100
Jack Rada - donated vehicle	\$1,650
Thrivent Financial Pierce St. Croix Chapter	\$1,500
Gary Johnson - donated equipment	\$1,110
John Linneman - donated vehicle	\$1,100
Pepin County	\$1,000
Annmarie Foundation	\$1,000

\$1,000+ (continued)

Campbell Family Foundation	\$1,000
Tim Lienau - donated vehicle	\$1,000
Tom Lohfink - donated vehicle	\$1,000
Steve Kelm - donated vehicle	\$1,000
Tom Weiland - donated vehicle	\$1,000

\$5,000+

Anonymous Business donation	\$9,500
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\$10,000+

United Way of St. Croix Valley	\$20,108
United Way of Dunn County	\$11,423
Andersen Corporate Foundation	\$10,000

\$50,000+

Otto Bremer Foundation	\$120,000
Hugh J. Andersen Foundation	\$54,500
Total Donations/Foundations/United Ways	\$275,759

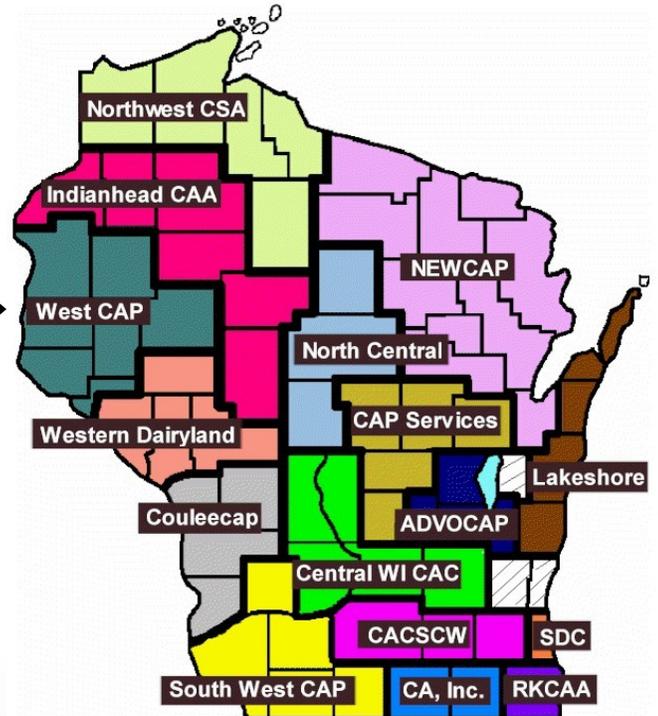
West Central Wisconsin Community Action Agency Inc.

525 2nd Street - PO Box 308, Glenwood City, WI 54013

Phone: 715-265-4271 Fax: 715-265-7031 www.westcap.org



Proudly serving residents in Barron, Chippewa, Dunn, Pepin, Pierce, Polk, and St. Croix counties since 1965.



How to get involved

Check out our website:

www.westcap.org

www.westcaprentalproperties.org

Ways to Help:

- Volunteer opportunities
- Support your local food pantry
- Spread the word

Like us on facebook: (search)

West CAP

Menomonie Farmers Market

Ideal Auto

Donations:

- Cash (fully tax-deductible)
- Donate your car, van or truck
- Food, personal care products