

2018 Annual Report

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West Central Wisconsin
Community Action
Agency Inc.

Greetings from the West CAP Board of Directors and Staff,

We are pleased to present West CAP's Annual Report for Fiscal Year 2018.

While there were no dramatic changes in West CAP's programs and services this year, the agency continues as always to improve its ability to effectively address 21st century poverty in west central Wisconsin. This challenge is undiminished, as documented thoroughly in the United Way 2018 report; ALICE, A Study of Financial Hardship in Wisconsin. ALICE is an acronym for Asset Limited Income Constrained and Employed. With a very thorough analysis based on income and cost of living data compiled down to the village and township level, this study concluded that in our seven-county service area, while 10.4% of the households live in poverty, another 28% cannot afford what they determine to be a "Survival Budget." In other words, 38% of folks in west central Wisconsin, most from working households, cannot afford to live here without some form of assistance.

That's where we come in. At West CAP, this assistance includes; weatherizing homes - which lowers household energy bills, developing and managing construction-subsidized affordable housing – which makes rent affordable for households under 60% of county median income, providing homelessness interventions – which assist with housing and case management to our most vulnerable neighbors, food and nutrition support – which stretches much needed grocery dollars, literacy and skills enhancement – which helps low-wage workers increase their earnings, and a facilitated reliable car purchase program – which helps ALICE workers get to their jobs.

With these programs and resources, West CAP was able to make substantial progress in the alleviation of poverty once again in fiscal 2018. We served nearly 24,000 people in over 10,000 families while bringing over \$10 million to work in the local economy. Thanks to a terrific and engaged local Board of Directors and a committed, skilled, and experienced staff, we are well on our way to addressing these challenges in the new 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



Pictured left to right: Members of West CAP's Operation Team

Robyn Thibado, Timothy Mather, Lisa Smith, Peter Kilde, & Jessica Rudiger

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.

Fiscal Year Ending in 2018

Total Clients Served: 23,771
Total Household Served: 10,489
Total Economic Impact: \$10,181,159

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.

Barron County Pam Fall Paul Streif Jessica Thyssen	Dunn County Katherine Dutton Vaughn Hedlund Felicia Otto Mary Van Norman	Pierce County Benjamin Plunkett Jennifer Tweet Philip Verges Ruth Wood	Pepin County Paul Hoch Bonnie Lange Frank Milliren
Chippewa County Dawn Hemm Kari Ives Tony Willkom		Polk County Todd Groat Larry Jepsen	St. Croix County Todd Johnson Dave Ostness Laurie Pelnar



Feed My People —Outstanding Partner Award
Presented by Melissa Larson, Food Access Manager

I nominated Feed My People for this year’s Outstanding Partnership award for their dedication in providing West CAP’s Food Pantry, Glenwood City Back Pack Program and the Boyceville Weekend Meals program with sufficient supplies of donated and purchased products that meet the food and nutrition needs of the families we serve in the Boyceville and Glenwood City School Districts. They provide our agency with excellent customer and delivery services as well as educational opportunities. Tonight I would like to thank Feed My People for all of the hard work you put into securing food and resources for agencies in West Central WI and specifically for all that you have done for West CAP’s Food Access and Resource programs which benefit our local families in need. Congratulations!

Mary Voje—Client Achievement Award
Presented by Stephanie Stark, Adult Education Coordinator

When I first met Mary, she was enrolled in school at Chippewa Valley Technical College in their Associates Degree in AODA (Alcohol and Other Drug Abuse) Counseling. I discovered that Mary had been a previous West CAP client, having attended West CAP’s Home Buyers Workshop in 2014 and receiving West CAP assistance, she eventually purchased a home in the Habitat for Humanity EcoVillage in River Falls. Now, Mary was acting to improve her income and access to employer benefits.

In 2016, Mary applied for and enrolled in West CAP’s Skills Enhancement Program. Workforce Resources was already assisting Mary with tuition, but Mary needed some additional assistance with the costs of going to school. West CAP helped pay for Mary’s books and helped with the cost of driving to attend her classes in Eau Claire and to her clinical sites. At enrollment, Mary was working at McDonald’s for 32 hours a week at \$11.25 an hour. Mary graduated from the program in December 2017, and began working in Hudson, WI in January 2018.

Mary now works at a treatment center for 40 hours a week and earns \$18.27 an hour. Her annual income has gone from \$18,468 to \$38,002 which is an increased of 106%. She now has access to employer benefits of health, dental and vision insurance, life insurance and a 401K plan. She has not only bettered her life situation for herself and her daughter, but is helping others to make improvements to their lives through her new job.

Nancy Blake—Volunteer Award
Presented by Stephanie Stark, Literacy & Skills Enhancement Coordinator

Nancy Blake has been a volunteer tutor for West CAP’s Literacy Program since 2010. Nancy has tutored our literacy clients in Hudson as well as being a member of the West CAP Literacy Awareness Committee. Nancy has assisted with marketing West CAP literacy services to the Hudson Area community as well as provided advise to me to help with Literacy advocacy and program planning.

Nancy is currently teaching an English Language Learner (ELL) class of 10 clients at the Hudson Area Public Library, as well as tutoring another 2 ELL clients on another day of the week. She is very devoted to helping English Language Learners learn the English Language and helping them use English in their everyday lives: at work, at home, and in the community.

Nancy also happens to be a West CAP WHEDA Section 8 Program client. Nancy has told me she feels somewhat uncomfortable to have to receive housing assistance, but has decided that volunteering is her way of contributing back to her community by helping others; especially English Language Learners.



Above left to right; Stephanie Stark & Nancy Blake



Opposite left to right; Melissa Larson, Michelle Pride, and Emily Moore

Weatherization

Weatherization offers a range of services including air sealing, insulation, appliance efficiency upgrades (heating system, domestic hot water and refrigerator/freezers) and minor repairs. Each dwelling receives a technical assessment to evaluate the overall condition and energy efficiency of the home. The program also provides emergency repairs/replacements for inoperative heating systems.

- **Clients Served: 1,308**
- **Households: 596**
- **Economic Impact: \$3,110,859**

- 288 homes weatherized in the past 12 months
- 81 received inspections and were deferred until homeowners can complete necessary repairs
- 193 received emergency furnace repair or replacement
- 22% of weatherized households are persons living alone
- 29% of the households are senior citizens
- 24% of the households are disabled

"I just wanted to drop you a quick note of gratitude. Too often we hear complaints from unhappy customers. But in this case I would like to extend some praise for a job well done. I have never received any welfare of any kind until the last year. The Energy Assistance program has really helped me out in the one time that I needed a hand up. Every phase of the assistance to me was first class and professional. From the initial intake person who was Ameer at the Polk County office to your operation was superb.

Marty has gone above and beyond to help in any way that he could. Dave and his crew at Valley Mechanical installed a new furnace and did a great job. The last few days Russ and Denise have been at my house doing weatherization. They were very conscientious and went the extra mile to achieve complete customer satisfaction. Then Kevin came out today to inspect the job. He was very patient and explained everything in details. Obviously you run a smooth operation as all of your representatives have been very well schooled, were very thorough and accommodating. All of your workers even wore the little booties to try to keep my floors clean. It must make you all feel good inside to be able to help people who need it. Everything has been a very positive experience. So keep up the great work and God Bless".



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.

- **Clients Served: 2192**
- **Households: 926**
- **Economic Impact: \$692,013**

“Before the weatherization work, the pipes connecting our kitchen faucets and adjoining downstairs bathroom washing machine would freeze at least a couple of times each winter, inconveniencing us sometimes for several days. We have just gone through a freeze-free winter, as harsh as any in recent memory, thanks to West CAP’s work”.

“We enjoyed a significant reduction in our heating (natural gas) bills this winter. Our gas bills for the past November through the current month’s payment period come to \$232.57, as compared to a typical pre-weatherization tally of \$365.44 for the same period. This is more than a one-third savings, not only of money but of wear and tear on the environment through fossil fuel use”.

Pictured to the left:

Kevin a member of our staff testing a newly installed furnace.



Community Housing

Cedar Meadows Apartments in Rice Lake received a facelift with new siding



Community Housing Development Organization (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, Glenwood City, Hammond, Menomonie, New Richmond, Phillips, Rice Lake, Spring Valley, St. Croix Falls, and Oskaloosa, IA. West CAP provides property management services to over 300 housing units.

- **Clients Served: 441**
- **West CAP owned or managed properties: 282**
- **Economic Impact: \$2,483,764**

New development Abbey Grove located in North Hudson—Opening Spring 2019



Literacy – provides assistance to adult clients to improve literacy skills for personal, educational or job-related goals, volunteers are recruited and trained to tutor adult literacy clients to help them achieve their goals. West CAP Literacy Program works with other community organizations to collaborate for Literacy Advocacy and Awareness and works to support educational programming for underserved adults in Pierce, Polk and St Croix counties.

Skills Enhancement – financial assistance for low-wage workers enrolling in short-term training to increase job skills and benefits. Career planning, job search skills, and case management are given to clients to help them successfully complete their educational programs and get a job that provides a self-sufficient income.

- Clients Served: 248
- Households: 137
- Economic Impact: \$63,924

Homeless Intervention Programs

The Homeless Intervention Programs help low-income families and individuals achieve housing stability through a combination of rental assistance, case management, and connection to community resources. Housing Assistance staff work to match individuals and families with programs that meet their needs. These programs include:

- **Housing Choice Vouchers:** Long-term rent subsidy through HUD’s Housing Choice Voucher Program (Section 8), available in Dunn, Pierce, and St. Croix Counties.
 - **Rapid Re-Housing (RRH):** Medium-term rental assistance and supportive services designed to quickly move households from homelessness to permanent housing.
 - **Tenant-Based Rental Assistance (TBRA):** Medium-term rental assistance and supportive services for households experiencing homelessness or at-risk of homelessness.
 - **Permanent Supportive Housing (PSH):** Long-term housing designed for chronically homeless individuals and families. Intensive support is provided to assist individuals who have a disability in achieving housing stability.
- Clients Served: 807
 - Households: 356
 - Economic Impact: \$2,635,817

Community Initiatives

Holiday Gift Drive - for children ages birth to 18 years, West CAP helps with gift giving during the Holiday Season to income eligible families in the Boyceville, Glenwood City, and Spring Valley school districts. The program is 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 items 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.

- Clients Served: 975
- Households: 242
- Economic Impact: \$4,554

Volunteers (below) from Xcel Energy helped with the organization and distribution of school supplies in Dunn County for the last four years. Xcel Energy has a Community Giving Program where they not only provide volunteers to assist, but they also donate \$500 to the program each year. It is a win-win for everyone involved!



Food Access & Resources

Food Access and Resources addresses the issue of food security and support for local food production in our communities through a variety of programs.

- **Emergency Food Assistance Program** – staff support and food distribution assistance to 28 community-based food pantries, 5 shelters and 1 soup kitchen in west central Wisconsin, including West CAP's food pantry in Boyceville.
- **Senior Farmers Market Vouchers** – vouchers for low-income senior households to utilize at certified farmers markets and roadside stands.
- **Commodity Supplemental Food Program** – packages of nutritious foods available to income qualified senior households
- **Menomonie Farmer's Market** – management and coordination of summer and winter farmers markets .
- **Back-Pack Program** - West CAP orders and assists the Glenwood City and Boyceville school districts to provide weekend backpacks of food for low-income students. This program is solely funded through local donations.

- **Clients Served: 17,800**

- **Households: 7,950**

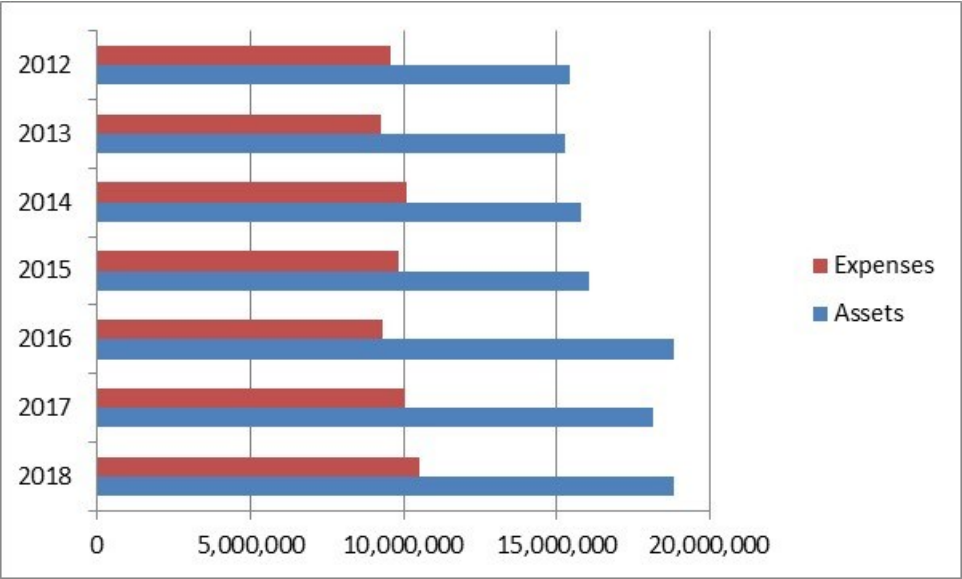
- **Economic Impact: \$1,190,228**



TAKING CARE OF OUR SENIOR HOUSEHOLDS:

Every month a group of 18 dedicated volunteers pack 750 CSFP boxes at the West CAP Food Access and Resource Center in Boyceville. Assembly lines are formed and the volunteers transform approximately 31 pallets of food into the boxes that are then delivered to seniors at 22 sites in 7 counties.

Assets vs. Expenses for FYE 2011-2018



West CAP Programs: ranked by % of total economic impact

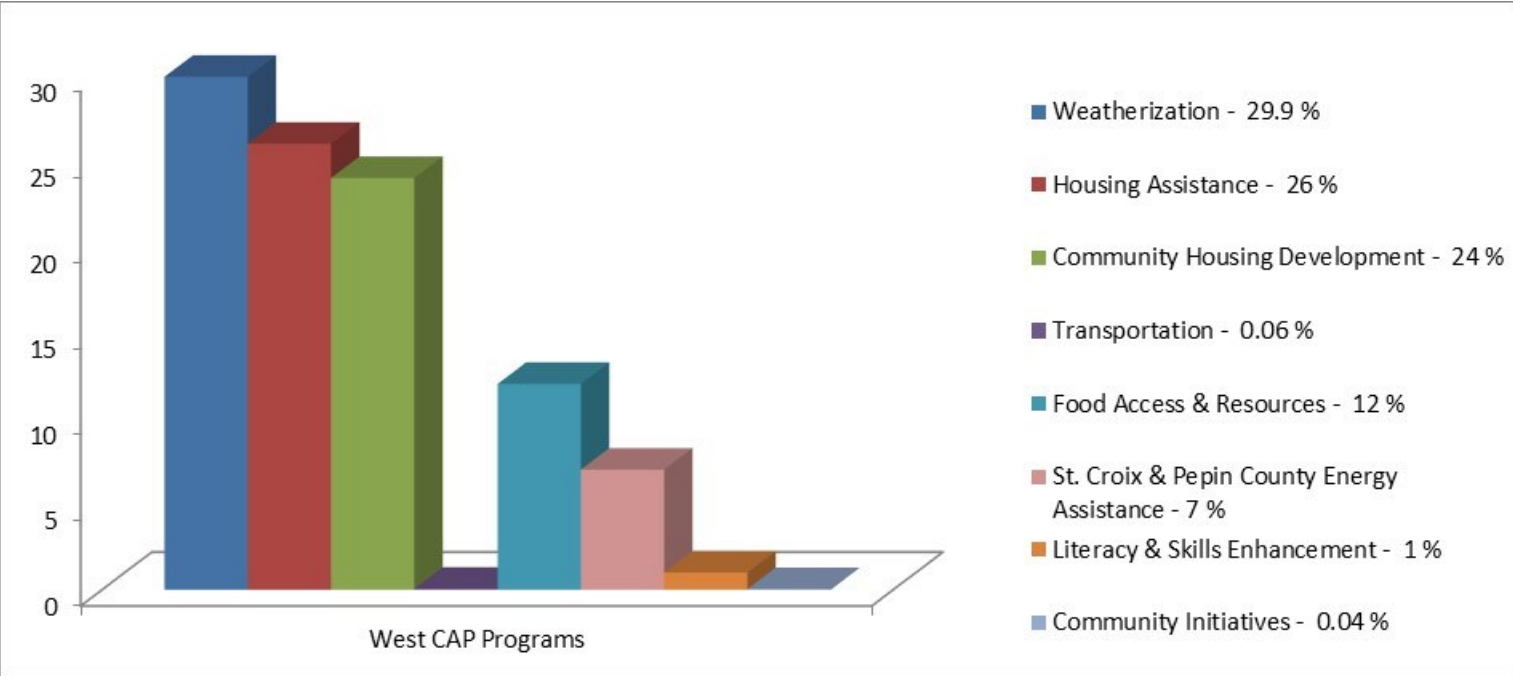
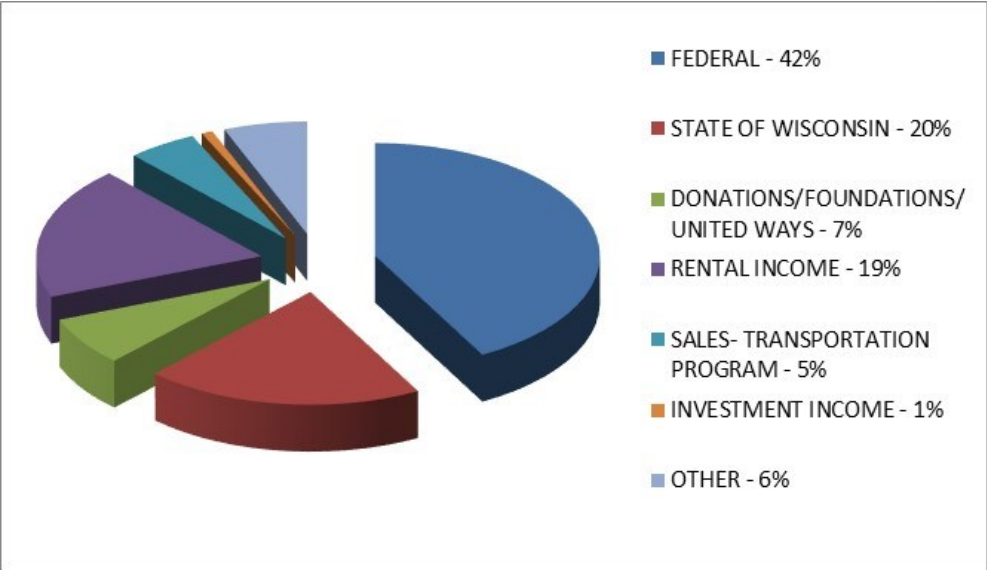


Chart of Revenue for FYE 2018



Donations/

\$1,000+

Xcel Energy Foundation	\$4,500
Barron County	\$4,000
Chippewa County	\$4,000
Polk County	\$4,000
St. Croix County	\$4,000
United Way of Rice Lake	\$3,940
Boyceville & Glenwood Football Challenge	
- food calculated at \$1 per pound	\$3,627
Dunn County	\$3,000
Dunn County Community Foundation	\$3,000
Pierce County	\$3,000
Karen & Ken Hansen	\$2,500
Trinity Lutheran Church & Congregation-Boyceville	\$2,415
Postal Carrier Food Drive (food calculated at \$1 per pound)	\$2,123
Joyce & Tim Hall	\$2,100
St. Croix Casino	\$1,250
Boyceville Community Schools	\$1,000
JA Counter Family Fund	\$1,000
Knights of Columbus	\$1,000

\$1,000+ (continued)

Pepin County	\$1,000
Walmart Foundation	\$1,000

\$5,000+

United Way of Dunn County	\$9,871
The Henkel Foundation	\$5,500

\$10,000+

New Richmond Farmers Union	\$30,000
United Way of the Greater Chippewa Valley	\$29,227
United Way St. Croix Valley	\$24,000
Andersen Corporate Foundation	\$13,000

\$50,000+

Feed My People—donated food calculated at \$1 per lb	\$424,544
Otto Bremer Foundation	\$125,000
Hugh J. Andersen Foundation	\$64,500

Total Donations/Foundations/United Ways	\$778,097
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