

West CAP

2024 Annual Report



Our Mission

Our mission 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. West CAP is proud of its history as an innovative, forward thinking organization. Established in 1966, West CAP was one of the first community action agencies in Wisconsin.



Our Leadership

BOARD OF DIRECTORS | May 2024-May 2025

BARRON
Pam Fall
Nasra Xashi
Pam Kohnen

CHIPPEWA
Kari Ives
Tara Robinson
Dawn Christie

DUNN
Vaughn Hedlund, President
Christian Blaisdell
Kwase Golliday

PEPIN
Jane Jafferi
Andrew Winkler
Kathy Sweeney

PIERCE
Anne Claflin
Phillip Verges
Paula Lugar

POLK
Pamela Garvey
Randy Dean
Michele Huston
Shannon Lea Lissick

ST. CROIX
Greg Tellijohn, Vice President
Linda Powell
Todd Johnson

LEADERSHIP TEAM

EXECUTIVE DIRECTOR
Tim Mather
(Jan. 2025-Present)

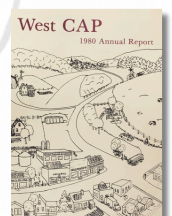
Peter H. Kilde
(Retired Jan. 2025)

ASSOCIATE DIRECTOR
Samantha Phillipps

CHIEF FINANCIAL OFFICER
Lisa Smith

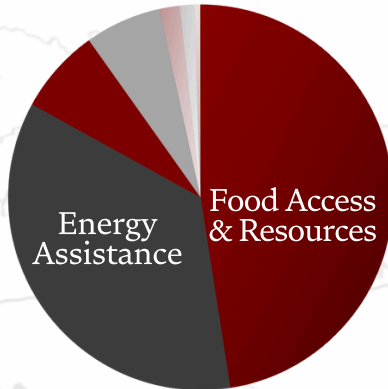
HUMAN RESOURCE MANAGER
Jessica Rudiger

*The cover art is credited to
our 1980 Annual Report.*



Total Individuals Assisted
FYE 2024: **40,041**

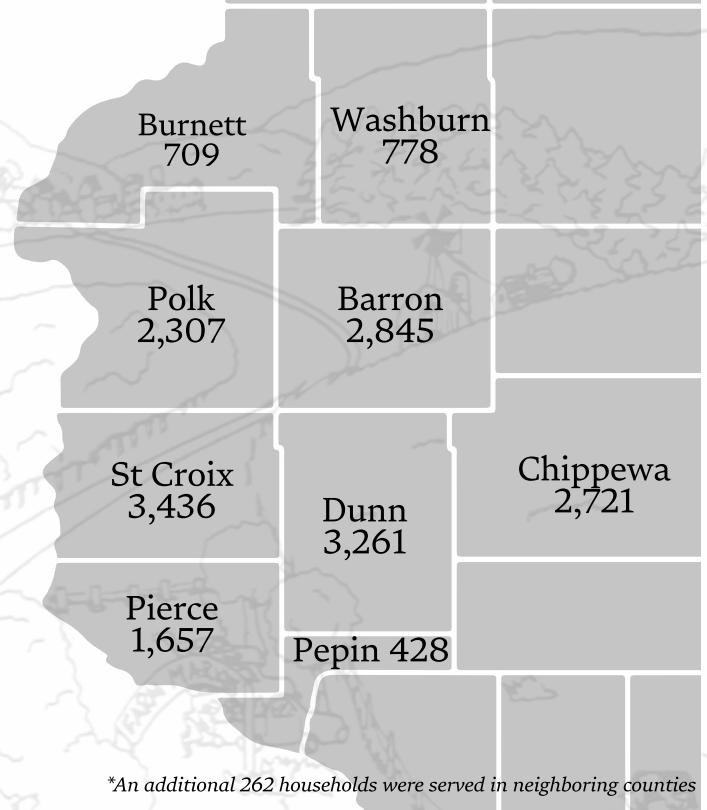
Total Individuals Served
by Program:



Food Access & Resources	19,025
Energy Assistance	14,213
Housing Assistance	2,861
Weatherization	2,569
Community Initiatives	680
Community Housing Development	481
Adult Education	197
Transportation	15

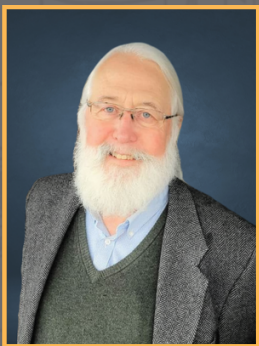
Total Households Assisted
FYE 2024: **18,142***

Total Households Assisted
by County:



**An additional 262 households were served in neighboring counties*

30
years of
service



PETER H. KILDE, CCAP
EXECUTIVE DIRECTOR
JAN. 1995-JAN. 2025

Kilde Retires after 30 years of Service!

Peter Kilde was hired as West CAP's third Executive Director in 1995 after reading an ad for the position in the Glenwood City Tribune. He spent the next thirty years developing new and innovative programs, advocating for low-income households at the local, state and national levels. He is remembered for having brought an affordable car ownership program to West CAP, "JumpStart", to help meet rural transportation needs in west central Wisconsin. He also became widely recognized as a leader in green, affordable housing through his years of work and partnership with area developer, the Gerrard Corporation.

Peter served on the state Community Action Board as well as the National Community Action Partnership Board for 19 years. Peter retired at the end of January 2025. Tim Mather has been hired as the current Executive Director.

Taking Action

to solve local problems

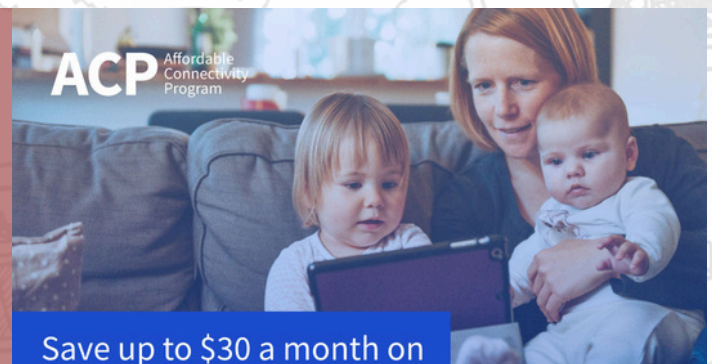
When West CAP's Section 8 Housing Assistant, Jenna Beyrer, heard about a local family whose daughter was in urgent need of blood, she wanted to **act**. The little girl is Willow Dikeman, a spunky three-year old from Ridgeland in rural Dunn County. Willow was diagnosed with B-Cell Acute Lymphoblastic Leukemia in October of 2023. She has had blood transfusions, multiple bone marrow and spinal taps, lumbar punctures as well as aggressive Chemotherapy regimens. Her dad, Derek, is a graduate of Glenwood City High School and her mom, Amanda, is from the Wausau area.

With the Red Cross declaring an **emergency blood shortage** across the nation in the summer of 2024, Jenna decided to organize a local blood drive in honor of Willow. The West CAP blood drive was held at the Glenwood City Community Center. The event brought in over 25 individuals who donated a combined 19 units of blood in Willow's honor.



West CAP staff Jenna Beyrer (L) and Kristen Curvello (R) welcomed blood donors to the West CAP Blood Drive on June 7, 2024.

Thousands of households in our service area rely on the internet to support their jobs, school, healthcare needs, and more. West CAP recognizes **internet access** as a barrier that affects many of the local households we serve, especially those with limited income. When the Federal Communications Commission offered the opportunity to promote their Affordable Connectivity Program, West CAP jumped at the opportunity.



Save up to \$30 a month on your internet service bill

The Affordable Connectivity Program (ACP) connects everyone, everywhere, to new possibilities online.

As an Affordable Connectivity Program Outreach agency, West CAP helped connect income eligible households in west central Wisconsin with up to \$30 per month benefit toward their internet service and a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contributed more than \$10 and less than \$50 toward the purchase price. The Affordable Connectivity Program was limited to one monthly service discount and one device discount per household.

West CAP Boyceville Food Pantry Volunteer, Steve Schmidt, unloads a pallet of fresh produce to prepare for another day of distributions. Our pantry relies on the time and dedication of dozens of local volunteers to move millions of pounds of food each year for families in need across 39 partnering food distribution sites. On average, the Boyceville Pantry serves 210 households per month from the Glenwood City and Boyceville communities who are food insecure.



Speaking of action, to help us meet local food needs, a local Thrivent Action Team in Glenwood City donated 52 boxes of **cereal to stock our weekend meal program** for Boyceville and Glenwood City school families in need. Breakfast cereals can provide a significant portion of calories and protein and are a staple food included in the weekly ‘backpacks’ of food that two local schools send home to school children in need through West CAP’s Backpack Program. Cereal is also becoming increasingly more expensive and is in low supply at area food banks.



19,025	3,074	39
Individuals Fed	Pantry Volunteer Hours	Food Outlet Partners

Stable housing is a significant need for many households in west central Wisconsin, particularly for those who pay more than 30% of their income on housing. This limits a household’s budget and ability to meet its basic needs.

To meet this increasing need, West CAP administered Wisconsin Emergency Rental Assistance dollars to provide housing stabilization services including housing navigation, housing stability case management, landlord mediation, and budgeting assistance to help keep people housed. Pictured right is bilingual Administrative Specialist, Angelica Maxwell, who is fluent in Spanish. She plays a critical role in helping households navigate our housing programs.



362	31	26
Households assisted	Eviction Prevention Calls	Outreach Events

Taking Action

with key partners to maximize outcomes



A group of 9 West CAP staff partnered with 16 staff from neighboring CAP, **Western Dairyland Economic Development Corporation**, for an Emerging Leaders Development Series in 2024. The series was held and led by **Chippewa Valley Technical College** at both Menomonie and Eau Claire locations and gave an overview of Stephen Covey's *7 Habits of Highly Effective People* as they relate to our shared work in community action. Pictured left are former West CAP ED, Patrick Pesek-Herriges, former Western Dairyland ED Jim Schwartz, current Western Dairyland ED Anna Cardarella, and recently retired West CAP ED, Peter Kilde. With a total combined 114 years of experience between them, staff heard stories of community action as Part II of the Leadership Development Series.



Focus on Energy funded a field monitoring study of several air-to-water heat pump (AWHP) retrofits in WI. The study included monitoring one multifamily building, lead by **Elevate**, a nonprofit organization promoting clean and affordable heat, cooling, power, and water in homes and communities. West CAP's Trillium Green development in Ellsworth, WI was selected as a partnering property for the field study. Existing boilers were replaced with 2 air-to-water heat pumps, complete with wifi and a remote monitoring system so Elevate can gather data on the system's performance.



West CAP was proud to participate in a local community solar project that brings the benefits of solar energy to households in need. The Trenton Solar Array at Truttmann Field in rural Pierce County, WI is interconnected with the **Pierce Pepin Cooperative Services (PPCS)** distribution system and supports the co-op's customer base. The array was built with funding support from the **Office of Energy Innovation at the State of Wisconsin Public Service**.

Through this partnership, solar energy benefits are passed onto an estimated 100 income eligible households that receive state energy assistance and have a high energy burden. The program reduces utility bills by using locally-captured solar energy. Participating households receive monthly credits on their households' utility bills. The program is offered as an added service within the Wisconsin Home Energy Assistance program at no additional cost to eligible participants. Pictured below are representatives who attended the official Ribbon Cutting, hosted by Pierce Pepin Cooperative Services.

"Bringing this clean energy to our region could not have happened without the collaboration of all the agencies involved."
- PPCS President and CEO, Nate Boettcher



At West CAP's 2024 Annual Meeting, Homeless Intervention Case Manager, Stephanie Ziehme (L) presented the 2024 Outstanding Partner Award to Terry and Sarah Ault of **Red Ridge Enterprises**.

Terry and Sarah are landlords and critical community partners in our work to support those who are hardest to house. They are responsive, accommodating, and willing to work with us and our tenants for the best, shared outcome.



Taking Action

to help others build resilience

"Hi, my name is William and I am a Section 8 recipient. I wanted to tell you that the person that's been assigned to me, Lori Newton, has treated me so well and made me feel safe every step of the way. I'm a stage four cancer patient, I have had 17 surgeries and I have three more to come. Now you are just not people that facilitate Section 8 to people in need, you are more than that."

There's no way I'd be able to stay at Mayo Clinic and go four times a week if it was not for what your program does for people and what a great person like Lori. I feel like she saved my life. She treats me like a human and someone she truly cares about. . . So thank you from not just myself but my children and my mother and my brothers for giving me a chance to keep fighting."



Lori Newton started at West CAP in 1998 and has assisted households for over 25 years. She coordinates the Section 8 Housing Choice Voucher program, connecting over 350 households to rent support to keep them housed.

405

Households Assisted

807

Individuals Assisted

142

Private Landlord Partners



Our **Homeless Intervention** programs work to help households that are literally homeless or at-risk of homelessness secure stable housing and **create a plan for long-term success**. Our team of 12 full-time staff work together to identify each household's unique barriers to housing and develop a plan to overcome those barriers through in-home case management, rent assistance, and community connections.

173

Households Assisted

32

Nonprofit Partners

48

Landlord Partners



Through **Adult Education** programs, adult learners have access to one-on-one tutoring, literacy support, and financial assistance for tuition, books, mileage, and childcare to obtain a certification or training to **improve their quality of life**. Pictured left is our 2023 Volunteer of the Year, Jeanne Poole, who has loyally served West CAP adult literacy learners for five years.

\$7/hr

Ave. wage increase

\$17,722

Ave. Annual Salary Increase

The **Wisconsin Home Energy Assistance Program** helps build resilience for low-income households with high energy costs.

The program ensures energy security, prevents utility shutoffs and protects vulnerable households, including seniors, veterans and families with young children. Energy assistance payments go directly to local utility companies, ensuring businesses remain stable while families focus on building financial independence.



Back L to R: Lona, Diana, Tyshia, Debbie, Mike.
Front L to R: Heidi, Janine, Brittany, Dona, Cathy

6,919

Households rec. utility assistance

832

Energy Crisis Payments

891

Bulk Fuel Summer Fills

Through the **Weatherization Program**, we are helping households build resilience to weather extremes and rising utility costs by improving their home's energy efficiency. Measures include improved insulation, air sealing and circulation, furnace repair and replacement, and water use efficiencies.



In 2024, Dave Olson (left) retired after 34 years with West CAP, helping thousands of low-income households build resilience. He was hired in 1991 as a Weatherization Technician and later advanced to Foreman. Dave spent many years running the Homeowner Rehab program. He also played a key role in housing development projects including CAP Town Homes in Clayton, Sunlight Terrace in Glenwood City, Colfax Prairie Homes, Sunrise Meadows in Barron, and the Ellsworth Apartments. Dave finished his career in the Weatherization Program as the Energy Audit Manager.

235

Households weatherized

336

No-heat Assistance Responses
Heating season 10.1.23-5.15.24

299

Home Energy Audits



This past year, West CAP's Weatherization Team won the Acuity Insurance Safety Award, given to businesses that exemplify safety in the workplace.

Our Donors

Donations Made July 1, 2023-June 30, 2024

\$50,000 +

Fred C. and Katherine B. Andersen
Foundation
Hugh J. Andersen Foundation
Otto Bremer Trust

\$10,000 +

James Laskin

\$5,000 +

Andersen Corporate Foundation
Hudson Hospital Foundation
St. Croix County
Tom and Patty Doar Foundation
United Way St Croix & Red Cedar Valleys

\$1,000 +

Anonymous
Barron County
Chippewa County
Chong and William Ullom
Flex Rentals, LLC
Glenwood City School District
Glenwood Forest Barn Stormers
Goodwill North Central WI
Holy Cross Lutheran Church
James Quinn Family
James and Eileen Michalski
Joyce Hall
Knights of Columbus Council 2468
Kwik Trip Inc.
Larry Mousel
Lois Burri
OHLY
Pepin County
Pierce County
Polk County
Red Cedar Steel Erectors Inc
Robert and Gail Green
St. Croix Electric Cooperative
United Way of Rice Lake
Wiersgalla Company
Wisconsin Literacy, Inc.

\$500 +

Bob Scribner and Michele Orton
Bremer Bank NA
Glen Hills Area Chamber of Commerce
Glen Hills Golf Club, Inc
Judith Bender
Keith and Carol Larson
Marilyn Dehnert
Merry Vinette
Paula Lugar
Pete's Automotive Supply Inc
Specialty Mfg of Menomonie
St Croix American Legion Youth
St Johns Council of Catholic Women
Trinity Lutheran Church - Boyceville
United Health Group Employee Giving
United Methodist Women - Glenwood City

Up to \$499

ALCIVIA
Anthony A Cuturia
Asher Lasting Exteriors
Ashleson Dental Care
Barbara J Fields
Betsy and Jerry Malean
Carol Bauer
Chad and Kathryn Halama
Christian Blaisdell
Community Foundation of Dunn County
Compeer Financial
Cory Schroeder
Cynthia Brown
Cynthia Cuturia
Cynthia and Timothy Mahoney
Daveco Style
David and Joan Bartz
Debra Hoage
Derrick Doyle
Douglas Jennings
Eau Galle Cheese Factory
Genevieve Fern
Gilman WELCA
Glen Hills Lions Club
Glen Hills Parish UMC
Glenwood City Tribune
Heidi Bishop
Holy Cross Lutheran Church ELCA
Immanuel Lutheran ELCA
Isabel Karas
JA Counter & Associates
Jeanne Poole
Jennifer and Keith Hansen
Jill Chandler
Jon and Barbara MrDutt
Joseph and Anna Lucas
Kadinger's Inc
Kado & Associates
Karen Stoner
Kevin Ruetz
Knights of Columbus Council 17021
Kris Pawlowksi
In Memory of Darlene Waters

Lane Berenschot Agency
Lisa Smith
Logghe Trucking Inc
Lori and Dion Klinger
Lori Cress and Robert Ross
In Memory of Lorraine Ross
Lynanne Jeske
In Memory of Sue Anderson
In Memory of Lorraine Ross
Lynne Cassellius
M&M Bar Glenwood City
Marion and Warren Lang
Mark and Susan Christopher
Melissa Larson
Menomonie Food Co-Op
Michelle Schlosser
Miller Sandblasting & Painting
Nancy Zavodny
Nancy Thompson
Norman and Todd Hagen
Northwest Chapter #98 OES
Olson Funeral Home
Patrick Omeara
Paul and Susan Hoch
Paulson Chiropractic Clinic
Peter Kilde
Peter M Pittman
Phil Verges
Randy Dean
Rasmussen Village Pharmacy Inc
REMAX Affiliates
on behalf of Daniel Larson
Ronald Thompson
Ruth and Darryl Hofland
Samantha Phillipps
Spring Valley Auto Parts, Inc.
Spring Valley Dentistry, Inc.
St. Jessica's Circle
Stewart Waller
Sunnyside Shamrock 4-H Club
Tara Robinson
Teri and Gregory Adams
Terri Dutton
The Oral Surgery Center
Thrivent
Tim and Logan Mather
Trinity Women of WELCA - Boyceville
Unitarian Universalist Society - River Falls
United Methodist Church - Boyceville
Virginia Julson
Walmart - Menomonie
WESTconsin Credit Union
Whitney Stoker
Wilson Lutheran Church
Wilson Lutheran WELCA
Wisconsin Literacy Inc.
Women's Missionary Federation - Wilson



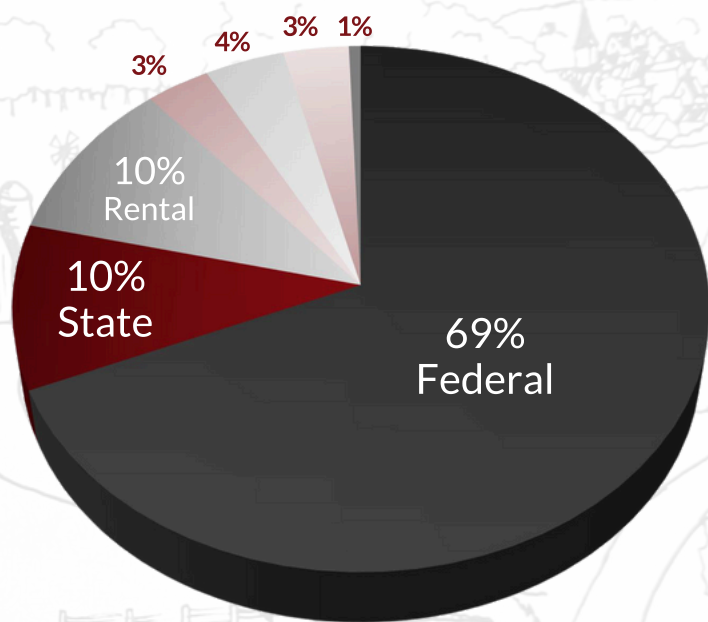
Donations to our
Back to School
Supply Drive allow
us to bring new
school supplies to
local schools to
distribute to
students in need.
Pictured left are
Mrs. McCarthy of
the Glenwood City
School District with
Kirsten Guthrie of
West CAP with the
Fall 2024 haul!



Financial Highlights

SOURCES OF FUNDING

FISCAL YEAR JULY 1, 2023-JUNE 30, 2024

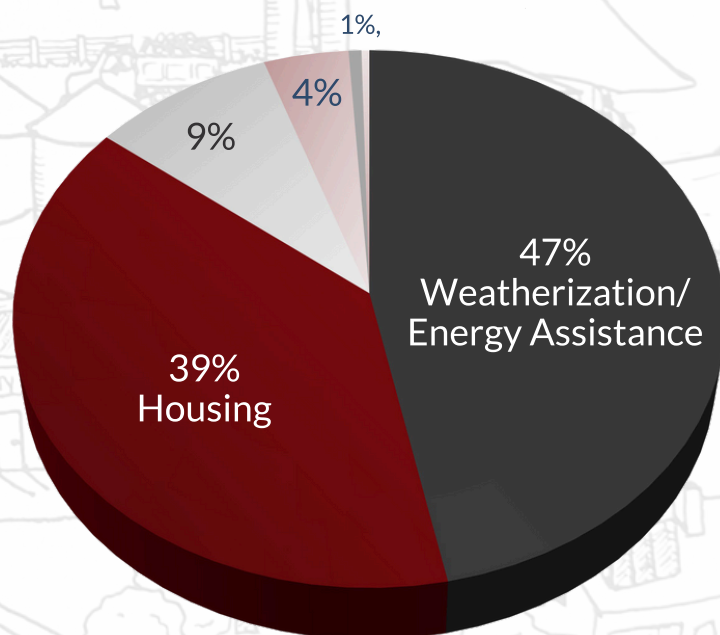


Federal:	\$ 19,603,038
State of Wisconsin:	\$ 2,882,717
Rental Income:	\$ 2,867,475
Donations/Foundation:	\$ 935,021
Local Grants:	\$ 1,154,122
Other:	\$ 948,043
Investment:	\$ 168,996
TOTAL:	\$ 28,559,412

Increase in net assets of \$1,408,564.
Of this amount, 100% of it is due to recording of Loans Receivable and does not reflect cash maintained by the agency.

ECONOMIC IMPACT BY PROGRAM

FISCAL YEAR JULY 1, 2023-JUNE 30, 2024



Weatherization/EA:	\$ 12,703,381
Housing:	\$ 10,549,054
Food Assistance:	\$ 2,472,598
Management/General:	\$ 1,147,987
Adult Education:	\$ 171,650
Community/Other:	\$ 106,178

TOTAL: \$ 27,150,848

This information includes funding we procure for clients that they receive directly from the funding sources of \$8,348,882.



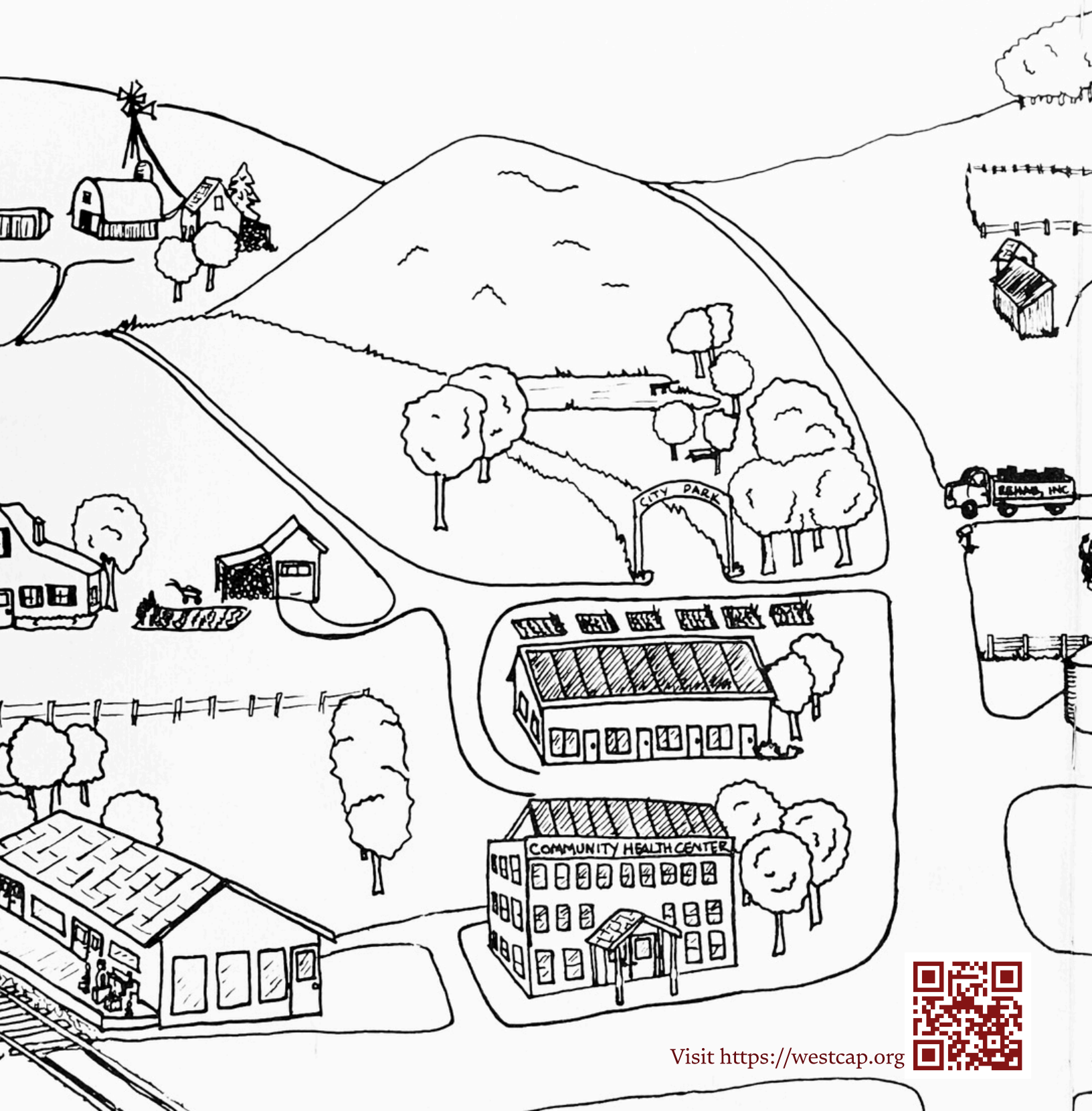
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