

# 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)

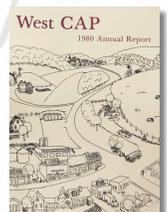
Peter H. Kilde  
(Retired Jan. 2025)

**ASSOCIATE DIRECTOR**  
Samantha Phillippis

**CHIEF FINANCIAL OFFICER**  
Lisa Smith

**HUMAN RESOURCE MANAGER**  
Jessica Rudiger

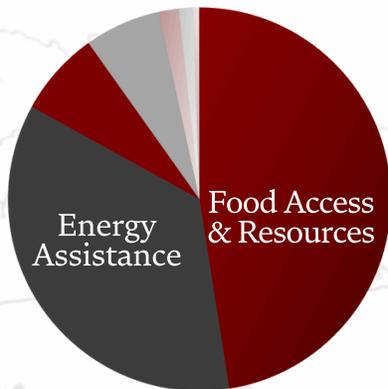
*The cover art is credited to our 1980 Annual Report.*



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

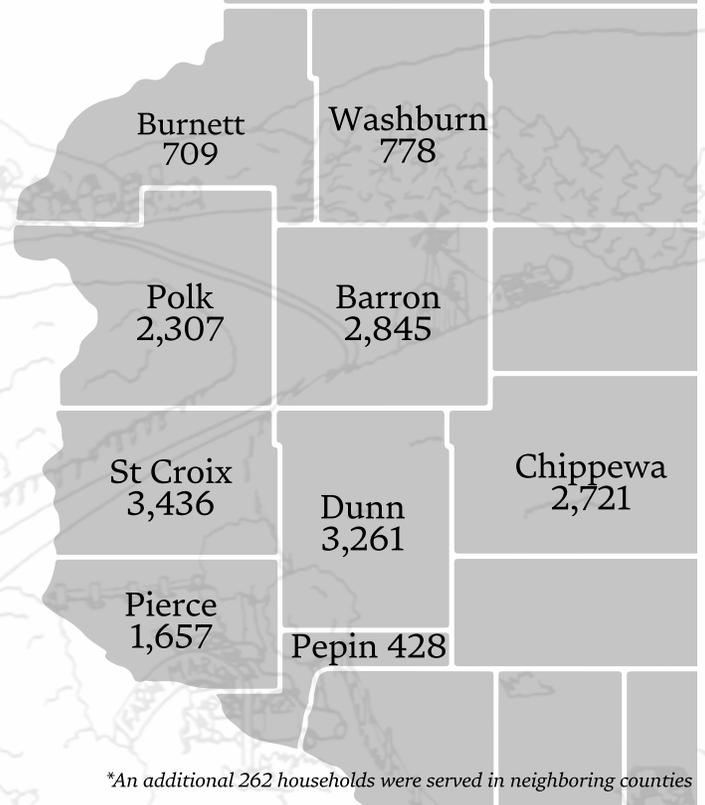
Total Households Assisted  
FYE 2024: **18,142\***

Total Individuals Served  
by Program:



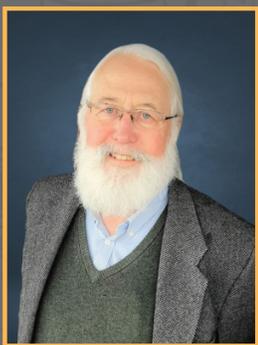
Food Access & Resources	19,025
Energy Assistance	14,213
Housing Assistance	2,861
Weatherization	2,569
Community Initiatives	680
Community Housing Development	481
Adult Education	197
Transportation	15

Total Households Assisted  
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

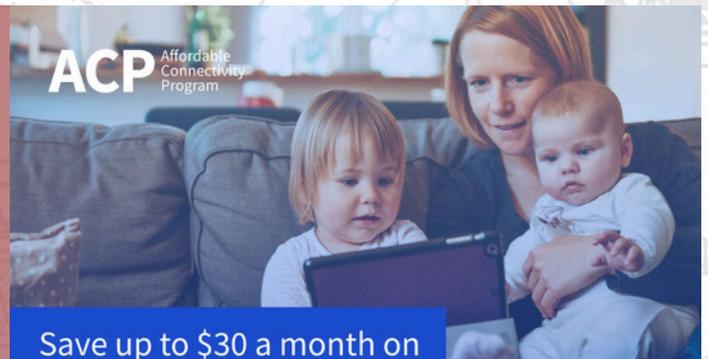
When West CAP's Section 8 Housing Assistant, Jenna Beyrer, heard about a local family whose daughter was in urgent need of blood, she wanted to **act**. The little girl is Willow Dikeman, a spunky three-year old from Ridgeland in rural Dunn County. Willow was diagnosed with B-Cell Acute Lymphoblastic 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** Individuals Fed      **3,074** Pantry Volunteer Hours      **39** 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** Households assisted      **31** Eviction Prevention Calls      **26** 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 Truttman 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  
Will Lutheran Church  
Wilson Lutheran WELCA  
Wisconsin Literacy Inc.  
Women's Missionary Federation - Wilson



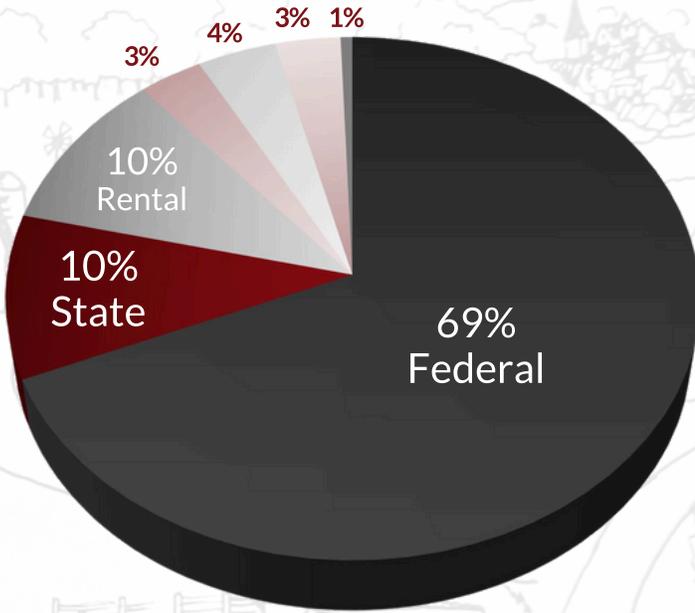
Donations to our Back to School Supply Drive allow us to bring new school supplies to local schools to distribute to students in need. Pictured left are Mrs. McCarthy of the Glenwood City School District with Kirsten Guthrie of West CAP with the Fall 2024 haul!



# Financial Highlights

## SOURCES OF FUNDING

FISCAL YEAR JULY 1, 2023-JUNE 30, 2024

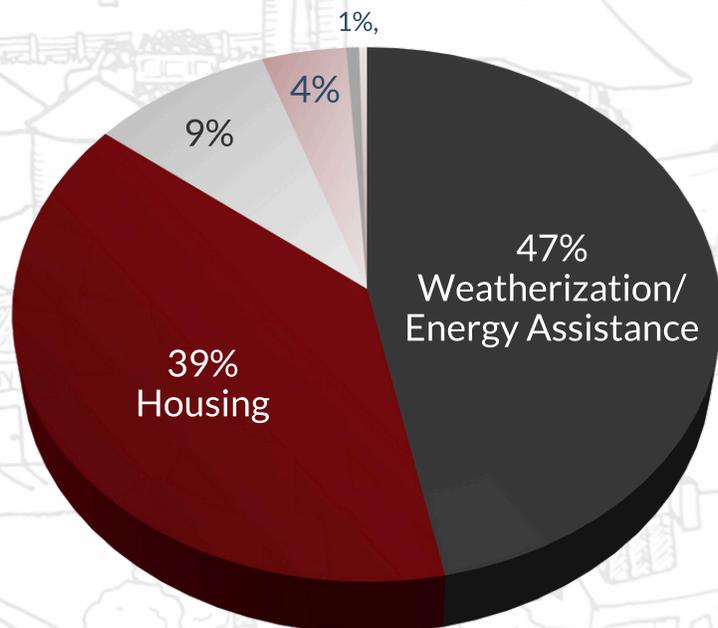


Federal:	\$ 19,603,038
State of Wisconsin:	\$ 2,882,717
Rental Income:	\$ 2,867,475
Donations/Foundation:	\$ 935,021
Local Grants:	\$ 1,154,122
Other:	\$ 948,043
Investment:	\$ 168,996
<b>TOTAL:</b>	<b>\$ 28,559,412</b>

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
<b>TOTAL:</b>	<b>\$ 27,150,848</b>

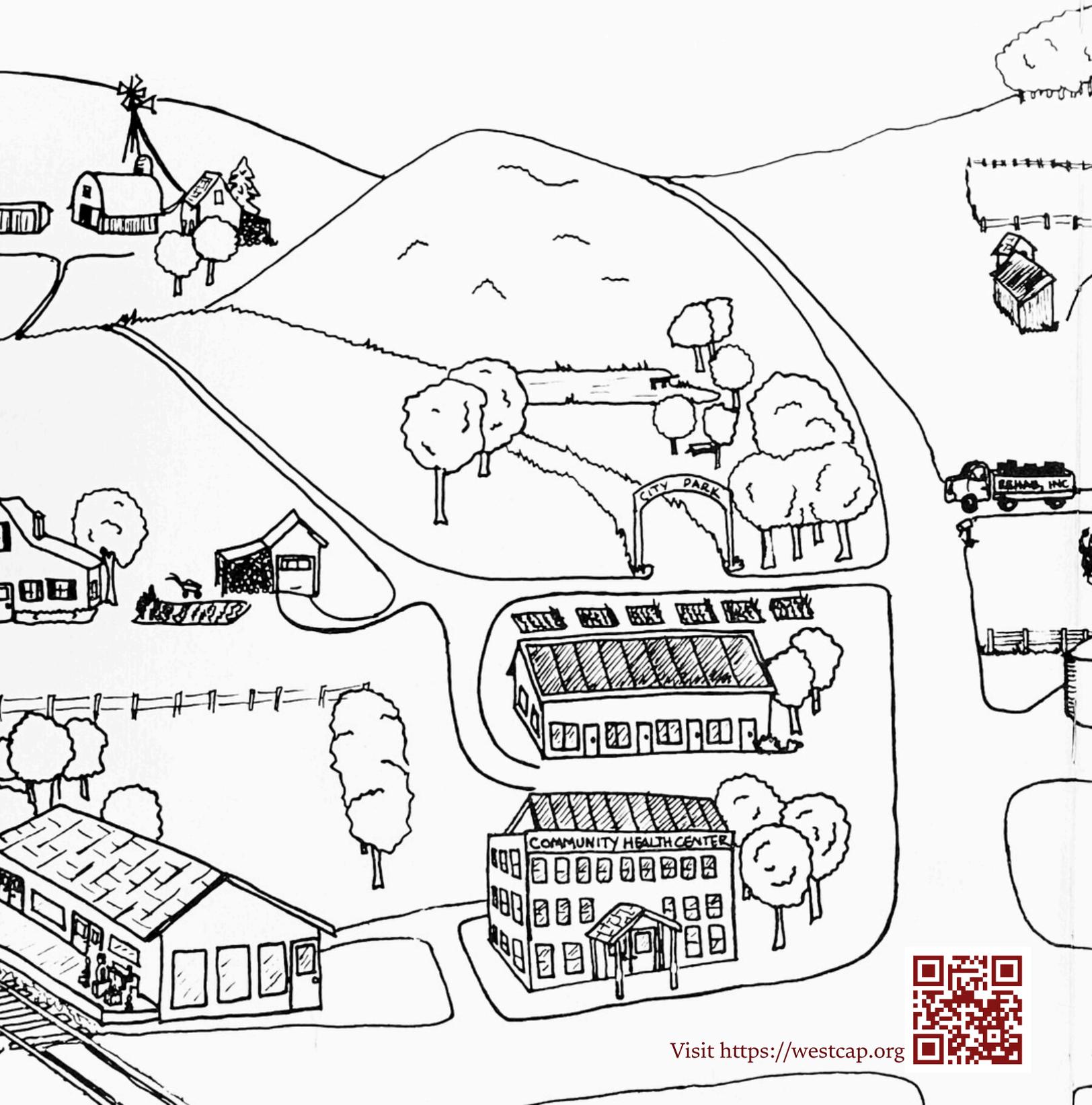
This information includes funding we procure for clients that they receive directly from the funding sources of \$8,348,882.



**WEST CAP**

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westcap.org

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