



Transforming People
and Communities



2018

CAP Services Annual Report

Hear our clients in their own words at capservices.org/transform

President's Message



Mary Patoka
President & CEO

Virtually every county in the United States has a Community Action Agency (CAA), a local organization charged by the federal government with the sweeping mission of fighting poverty. They help ensure a safety net for low-income individuals and families, but even more importantly, they create opportunities for people to move from poverty to independence. CAAs address local causes and conditions of poverty with input from the entire community, including — most importantly — the low-income people they serve.

As your local CAA, CAP Services will engage in its community needs assessment in 2019, as it does every three years. Some of CAP's high-impact programs grew out of past needs assessments, including the Family Crisis Center, Skills Enhancement Program, and Home Buyers

Assistance. Surveys will be mailed to partners and low-income households in our service area to determine what families identify as their most pressing challenges. Additionally, CAP will host focus groups to allow deeper conversations around existing barriers and challenges and what responses might be most impactful.

CAP's Board composition is also designed to give decision-making power to people experiencing poverty. CAP has a tripartite Board. A third of the members are low-income, formerly low-income, or have experience that qualifies them to represent the interests of low-income families. Another third are local public officials, formalizing a public/private partnership between the organization and the County Boards in the communities we serve. The last third are members of the general community with skills to achieve a strong and diverse Board.

CAP has strong involvement and commitment from those experiencing poverty, which you will see reflected in the outcomes within this report, and we believe that our clients should have the opportunity to tell their stories themselves. Our Voices of Transformation video series is an effort to achieve that goal. Visit capservices.org/transform to better understand the frustration our clients endure through their setbacks as well as the persistence and determination that fuels their successes.

Board of Directors

MARQUETTE COUNTY
Jan Banicki • Gayle Mack • Kathy Jo Locke • Kristen Skolarz
Arlene Stahmer • Mary Walters

OUTAGAMIE COUNTY
Elaine Abendroth • Dan Gabrielson • Lauren Mai
Jason Schulist

PORTAGE COUNTY
Amy Eddy • Bob Gifford • Brett Jarman • Carol Steltenpohl
Jerry Walters

WAUPACA COUNTY
Ann Freeman • Pam Gans • David Johnson • Jay Sturm

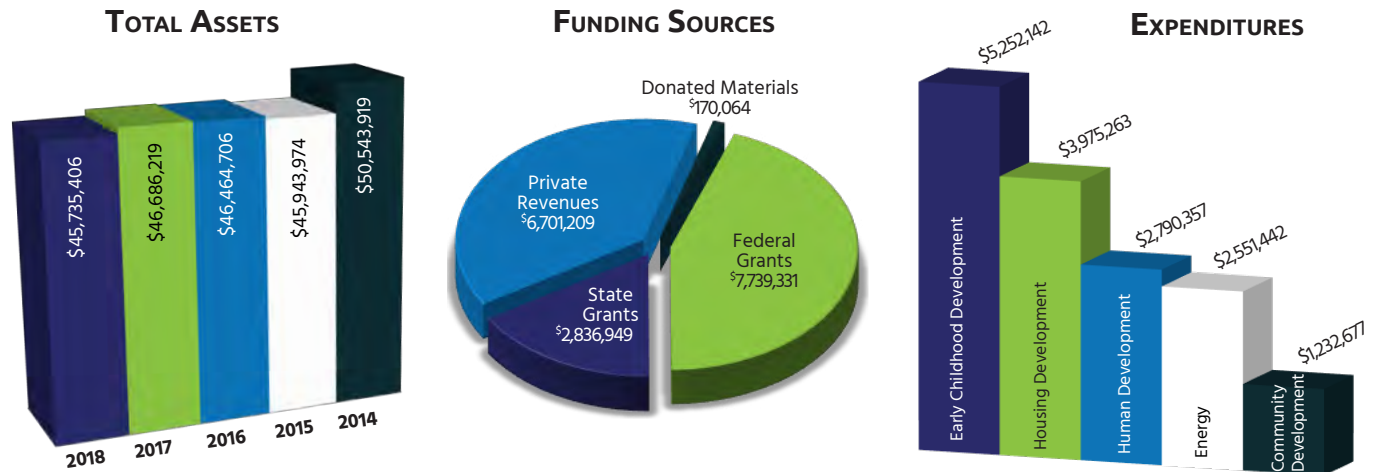
WAUSHARA COUNTY
Preston de Bolt • Jody Jansen • Cindy Jarvis • Patrick King
Lu Rowley • Dennis Wedde • Robert Wedell

CAP gratefully acknowledges the service of members who served all or part of 2018, including the late Ann Freeman and the late Lauren Mai. For a current board list, visit capservices.org/board.

2018 Operations & Financials

CAP Services maintained its program service and staffing levels in 2018, managing \$15.8 million in operating funds with assets of \$45.7 million — consisting primarily of housing units, commercial and office space, and our loan portfolio.

CAP strives to be an employer of choice for mission-oriented individuals. Much of our success lies in hiring staff who identify with our mission.



2018 Program Highlights

JOB SKILLS AND ECONOMIC SECURITY

- CAP's Skills Enhancement Program expanded to Marquette County and now serves all of CAP's core service area. Skills served 256 participants last year. Thirty-six of those completed training and secured new jobs with an increased average annual household income of \$18,501! Nearly two-thirds of completers also gained access to employer-sponsored health insurance benefits.
- CAP's free Volunteer Income Tax Assistance (VITA) program assisted 879 households to file federal and state income tax returns, with refunds totaling \$1,313,758!
- CAP's Hmong UPLIFT families were able to access parenting education services (60 families), get better jobs/raises due to increases in skills/language (51), obtain citizenship status (5), and get green cards (5).

BUSINESS COACHING AND LENDING

- The Jobs and Business Development department provided 120 clients with 2,799 hours of technical assistance resulting in the retention of 14 jobs, the creation of 18 new jobs, and 10 business starts.
- Thirty business loans totaling nearly \$1.1 million helped underserved borrowers while supporting economic activity in our area.

COMMUNITY AND REAL ESTATE DEVELOPMENT

- CAP completed construction on affordable housing projects in Nekoosa (16 units) and Colby (28 units). CAP now has 761 rental units in its portfolio.

HOUSING AND TRANSPORTATION

- CAP's Work-n-Wheels program made 11 0%-interest auto loans, allowing clients to purchase safe and dependable vehicles.
- CAP's Home Buyers and Home Rehabilitation programs provided 27 loans totaling \$718,074, helping clients purchase safe and affordable housing. An additional 168 households received Weatherization services, resulting in average annual energy savings of about \$500 per household.

CHILD AND FAMILY DEVELOPMENT

- In 2018, CAP's Children's Discovery Center in Stevens Point earned a five-star rating from Wisconsin's YoungStar program for a fifth straight time.
- CAP served 512 children through Head Start and Early Head Start. Ninety-six of those children either enrolled with a documented disability or had one identified. An Individualized Educational Plan (IEP) was created for each.
- Eighteen families were served through the Family Resource Center/Families Connect in Wautoma — five of these completed their goals and exited the program.

HEALTH, WELLNESS AND SAFETY

- Ascension Dental Center saw nearly 10,000 patient visits. Administration was transferred to Family Health/La Clinica in Wautoma at the start of 2019.
- CAP expanded its Katie Beckett Program service area, resulting in an increase from 323 families served in 2017 to 547 in 2018.
- CAP's Family Crisis Center (FCC) recognized Domestic Violence Awareness Month and marked its 40th anniversary in October.
- One hundred sixty-seven domestic violence survivors and their children stayed at the FCC for a total of 5,229 nights of shelter. Twenty-six youth also stayed at the shelter. Additionally, more than 4,900 visitors accessed phone and walk-in services at FCC and Outreach offices.
- Sexual Assault Victim Services (SAVS) saw sustained demand with 1,108 contacts from 271 unduplicated individuals.
- Ninety-three individuals accessed CAP's Mental Health Navigation services. The program expanded, adding staff at both the Stevens Point and Tomorrow River school districts.

ADVOCACY AND COMMUNITY ENGAGEMENT

- CAP had nearly 400 partnership agreements in place last year. CAP is a key partner in United Way's Community Change Project as well as the POINT Initiative in the Fox Valley region and will continue to partner in each of those.
- The Invest in Wisconsin (IIW) CDFI collaborative raised capital and hosted a second annual CDFI Day at the State Capitol to feature the ways in which our investments in communities create positive impact.
- CAP engaged 906 volunteers, who provided 75,865 hours of service in 2018.



2018 Major Donors & Investors

This list is true and complete to the best of our knowledge at the time of printing. CAP Services apologizes for any errors or omissions.

Sue Levy Award \$50,000 - \$75,000

J. J. Keller Foundation, Inc.
National Exchange Bank Foundation, Inc.

Lyndon Baines Johnson Award \$25,000 - \$49,999

The Victor & Christine Anthony Family Foundation, Inc.
Boldt Family Fund*
Dale & Annette Schuh*

Kennedy Fellowship Award \$10,000 - \$24,999

Betsy Altenburg Memorial gifts - various donors
Susan T. Brown
Theda and Tamblin Clark Smith Family Foundation, Inc.
Delta Dental of Wisconsin*
Freedom, Inc.
John Gusmer
Arthur E. Heinz Charitable Fund**
Local Initiatives Support Corporation
Edward J Okray Foundation, Inc.
Doug & Carla Salmon Foundation/Salmon Foundation Fund*
Women's Fund for the Fox Valley Region*

Robert Lampman Award \$1,000 - \$9,999

Antioch Foundation*
Mark & Tina Arend*
Associated Bank*
Bank First*
Mary & Bob Berard
Dennis and Linda Brown Family Fund**
The Robert W. and Susan T. Brown Family Foundation
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Tim Copps*
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Patricia Okray
Old National Bank
The Pitney Bowes Foundation
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Rich & Amy Riggs

Fran Roman
Saint Michael's Foundation | Ascension
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Sentry Insurance Foundation*
Skyward*
A. Sturm & Sons Foundation
SVA Professional Services
U.S. Bank Foundation
The Women's Fund of Portage County**
The Worth Company
Anonymous FCC Advisory Board Letter match
Anonymous via Arkansas Community Foundation
Anonymous via United Way

Significant Contributors \$500 - \$999

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Earl & Norma Morris
Chuck & Vicky Nason
Redgranite Correctional Institution
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Diane Ruhland
St. Bronislava Parish
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Seifert Family Fund*
Simplicity Credit Union
Greg Smith
Smokey Express Gospel Show
Jon & Rebecca Stellmacher
ThedaCare
Waupaca Child Abuse Prevention
Waupaca Lioness Club
Wisconsin Public Service Foundation

In-kind Contributors \$2,000+

A Fluoride Connection
The Avenue Radio 91.1
Community First Bank
Complete Office of Wisconsin
Lamers Bus Lines, Inc.

Muzzy Broadcasting/97.9 WSPT
CARSTAR Plover
Spectra Print

United Ways/Community Foundations \$425,000+

United Way of Portage County
\$100,000 - \$125,000

United Way Fox Cities
\$20,000 - \$30,000

Community Foundation of Central Wisconsin
Community Foundation for the Fox Valley Region

\$5,000 - \$10,000

United Way of New London
Waupaca Area Community Foundation

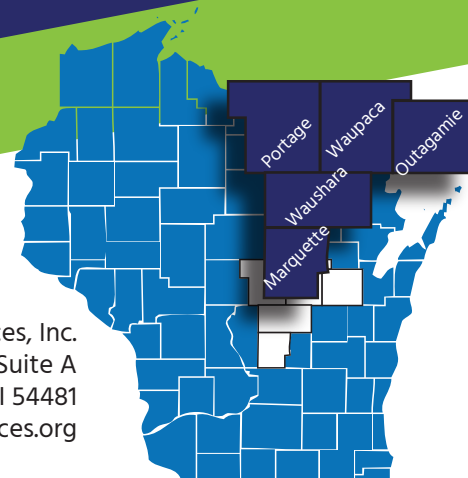
Loan Fund Investors/Grantors

BMO Harris Bank N.A.
Community Foundation of Central Wisconsin
The Congregation of the Sisters of St. Agnes
Delta Dental of Wisconsin
Incourage Community Foundation
JPMorgan Chase Foundation
Opportunity Finance Network
Packer Apartment Corporation
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USDA - Intermediary Relending Program
USDA - Rural Business Enterprise Grant Program
USDA - Rural Microentrepreneur Assistance Program
US Bank
US Small Business Administration - Microloan Program
US Treasury - CDFI Fund
Wisconsin Council of Churches
Wisconsin Department of Transportation
Wisconsin Division of Housing
Wisconsin Economic Development Corporation - Capital Catalyst Program

* indicates a fund within the Community Foundation for the Fox Valley Region

** indicates a fund within the Community Foundation of Central Wisconsin

* indicates 2018 donations included a Capital Campaign gift.



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