



*Transforming People  
and Communities*



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## Board of Directors feature: PAFOUA HER, PhD

**LOW INCOME REP FOR  
OUTAGAMIE COUNTY**



Pafoua (Pam) Her, PhD, serves as the low-income representative for Outagamie County on CAP Services' Board of Directors. She served on the CAP BOD on and

off for the past 20 years. Her's dedication to CAP over the past two decades is due to the organization's commitment to developing and implementing sustainable anti-poverty initiatives, that enact change. The lesson of teaching a person to fish versus just giving them fish aligns with Her's passion in helping others while helping them make sustainable changes in their lives. By not only providing opportunities, but supporting growth and success on a holistic level. is what stokes Her's passion for CAP.

During her tenure with CAP, Her was able to assist former President/CEO Karl Pnazeck in bringing the Skills Enhancement Program to Outagamie county, as she saw it was a critical need that prevented many from breaking out of the cycle of poverty.

## WHAT'S NEXT FOR CAP?

**A few remarks from Nicole Harrison, President & CEO of CAP Services Inc.**

I would like to thank everyone for your support and encouragement as I transitioned into the role as CAP's President & CEO. It has been a surreal experience working so closely with Mary Patoka over this past year in anticipation of her transition to retirement. I tried to absorb as much knowledge as I could while also trusting that the mentorship I received from her and several others over my past 19 years with CAP has prepared me for this role. My passion for CAP's mission is stronger than ever and I am excited to continue working with all of you in this new capacity.



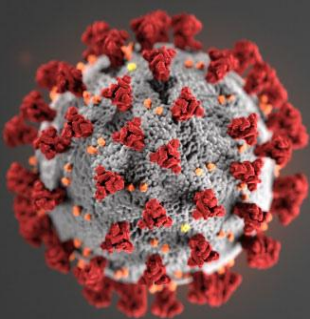
I would like to affirm that my vision as CEO is to continue to build upon the solid foundation that CAP has established over the years. I recognize that the success of the agency is not determined by one person alone, but rather requires a team of mission-driven people working toward the same goals. I have been a member of CAP's senior management team for over 12 years and am committed to the strategic direction we have established. To that end, my top three priorities as CEO are: **leadership development; quality programming; and financial stability.** I also pledge that CAP will take an active role integrating equity, diversity, and inclusion throughout all agency operations to further support CAP's vision of equitable communities. The need for our work is greater than ever. 2020 has challenged us to see and do things differently. With every challenge comes opportunity. I genuinely look forward to the future as we explore new and innovative ways to advance social and economic justice in our community, and I welcome your participation.

We are all in this together.

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## CLIENT FEATURE: STARA Skills Enhancement Completer

Stara, a single mom in Wautoma, and a Skills Enhancement completer, discovered a new career in January 2020.

Stara turned her passion of driving into her profession by completing the Truck Driving Training Program at FVTC. With the help of the Program, Stara was able to continue working full-time while completing the program and increased her annual income by \$20,030.



The Skills Enhancement Program is a locally designed workforce development program that assists working, low-income individuals obtain the skills needed to compete for living wage jobs.

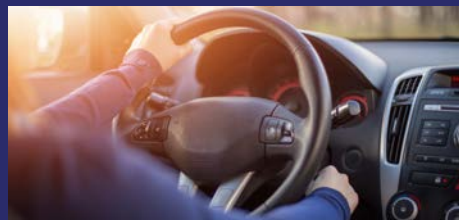
## CLIENT TESTIMONIAL

### Tanya's experience with the Work n Wheels Program

Thank you all so much for helping me get a vehicle last year. I was on the verge of losing everything due to lack of reliable transportation. Because of your assistance I have been able to continue working as well as stay active in my volunteer work, and I am able to get all of the kids where they need to be. Not to mention the load of stress it relieved from our daily life!

I'm grateful there was a program out there that was able to help us in the way we needed it."

The Work-n-Wheels auto loan program is for employed, income eligible individuals and families who need to purchase a safe and dependable vehicle.



## COVID-19 EMERGENCY GRANT

### CAP's impact in our community during an unprecedented time

CAP Services took action during the global pandemic of COVID-19 to support our community by creating the Emergency Grant for Households. Applications for the emergency grant funding were up to \$500 for households that were impacted by COVID-19. These applications were open from April 7-21, 2020.

Applicants were asked what their primary need for the grant was, and the top three primary needs that were identified were assistance with rent/mortgage, utilities, and food.

Through the Emergency Grant for Households, CAP was able to assist 482 families and individuals effected by COVID-19 for a total of \$232,788 that directly supported our community.

A few clients that have received assistance have said:

*"I love how CAP Services came through for their community after a whirlwind took us all by surprise. The application process was seamless and the employees I interacted with were incredibly kind and professional. This grant helped to put my mind at ease knowing I had the help I needed to assist in covering basic living costs. Thank you much for all you do!"*

*"It brought tears and relief when I received your help. Words cannot describe the fear and stress prior to receiving your help. Thank you so much!"*

We could not have been able to have this impact on our community during this time without community partners who supported CAP's Emergency Grant for Households including:

Portage County COVID-19 Relief Fund established by United Way of Portage County and the Community Foundation of Central Wisconsin, National Exchange Bank & Trust Foundation, the COVID-19 Community Response Fund established by the Community Foundation for the Fox Valley Region and United Way Fox Cities, Thrivent Foundation and additional generous donations from the community.

*Every donation received for the Emergency Grant for Households made an immediate impact on our community. To the donors and staff that worked tirelessly to make this project a reality, we thank you.*



## CLIENT STORY

### How CAP's Hmong UPLIFT Program helped a young family

In 2019, a young family moved to Stevens Point and joined CAP Services' Hmong UPLIFT Program. When they joined the program, both parents were unemployed and were living with family.

Once enrolled in the program, their case manager assisted the family in creating short and long term goals. Some of their goals were to obtain housing, receive their driver license, find jobs, and select a school for their three year old son, who at the time, was very anti-social.

This was difficult time for this family because they did not have any support, means of communication, or modes of transportation. After many months of working closely with a case manager, UPLIFT staff were able to help the family move into their new home and enroll their son in Head Start.

During UPLIFT's weekly family gathering at the YMCA, their son began to play and interact with other Hmong kids.

One of the parents is now employed and received their driving permit and is trying to obtain their driver license. Due to COVID-19, the other parent is still searching for a job and plans to go back to school to receive their GED from Mid-State Technical College.

The road has not been easy for this young couple, but by taking small steps towards their goals and working with their case manager, they have made huge accomplishments towards self-sufficiency.

Learn more about Hmong UPLIFT [here!](#)



Pictured L-R is: Phong Vang, Jim Vang, Ann Vang, AmeriCorps Member Mai Yang, Cindy Yang and (owner of Mama Mai's restaurant) Mai Vang

## SIB PAB (HELPING HANDS) PROJECT

### UPLIFT's way to help vulnerable members of our Hmong community

Many of Portage County's Hmong elders and disabled are struggling with isolation and lack of resources due to COVID-19. The Sib Pab (Helping Hands) Project closes this gap by providing culturally specific meals, keeping these individuals healthy and reducing the burden on their families who are worried about how to meet this need. CAP Services' bilingual Hmong staff play an essential role in coordinating the project.

This is an essential new source of support for the Hmong Community in Portage County during the COVID-19 crisis. The program address the food insecurity they face due to their limited financial resources by providing two healthy, safe, and culturally appropriate meals per week for up to 50 Hmong elders and disabled.

The meals are prepared by two local Hmong-owned restaurants in Stevens Point, Mama Mai's Noodles and Point Market and Vietnamese Restaurant. This provides mutual benefit to businesses whose revenue decreased sharply as a result of the COVID-19 pandemic. The meals are packed according to food safety guidelines and includes a protein, vegetable, and rice.

On the first day of meal services, one of the Sib Pab volunteers commented "Seeing my elders smile made my day!" This is the first project of its kind in the area and many families have been excited to participate.

This initiative is possible with financial support from the Hunger & Poverty Prevention Partnership of Portage County and the Portage County COVID-19 Relief Fund established by United Way of Portage County and Community Foundation of Central Wisconsin.







## PORTAGE COUNTY

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(715) 343-7500

### Program Office

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Stevens Point, WI 54481  
(715) 343-7100

## MARQUETTE COUNTY

### Early Learning Center

222 North Franklin Street  
Oxford, WI 53952  
(608) 296-2141

## OUTAGAMIE COUNTY

### Program Office

821 East 1st Avenue, Suite 3  
Appleton, WI 54911  
(920) 968-6365

## WAUPACA COUNTY

### Program Office

101 Tower Road  
Waupaca, WI 54981  
(715) 258-9575

## WAUSHARA COUNTY

### CAPsell Center

205 East Main Street  
Wautoma, WI 54982  
(920) 787-3949

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## CAP SERVICES' EVENTS UPDATE

### Going virtual and cancellations

CAP Services made the difficult decision to alter the following 2020 events due to the uncertainty surrounding COVID-19.

Take a Ride was originally scheduled for May 16, 2020 but was rescheduled to August 29, 2020 in hopes that the COVID-19 situation would be better maintained. Unfortunately due to rising positive cases, CAP felt as though we had to protect the health and safety of our riders, volunteers, and staff by cancelling the event in 2020. We will continue Take a Ride in May of 2021.

The Recognition Reception was originally scheduled for May 29, 2020 but was rescheduled to September 30, 2020. This was planned as an in-person event, but we have now moved this to a [virtual event](#)! Join us from 1-2:30 pm as our new President & CEO Nicole Harrison will deliver an agency update and recognize award winners and scholarship recipients. The event will continue to feature migrant advocate, Jesus Salas, as he will discuss his work as a civil rights advocate in Wisconsin.

[You can register here!](#)

Trivia Unplugged which is held in the fall in two locations, Wautoma and the Fox Cities, has been cancelled for 2020. We look forward to hosting this event again in 2021.



## HEAD START SUMMER SCHOOL

### Head Start programs open for the summer with COVID-19 precautions

CAP Services' Head Start program has summer school in operation at the five following locations: New London, Oxford, Stevens Point, Waupaca, and Wautoma.

Classrooms are focusing on the gardening study and are spending as much time outside as possible. They are also providing transportation at all locations with a maximum number of 10 children on a bus. All classrooms are in operation for four hours per day with two staff in each classroom.

Classrooms are taking additional precautions due to COVID-19 including: temperatures being taken at the door for staff and students, frequent disinfecting/sanitizing throughout the day, parents are not allowed in classrooms to lessen the number of people in the classroom, and a deep clean at the end of the day, PPE equipment is available for staff, and much, much more.