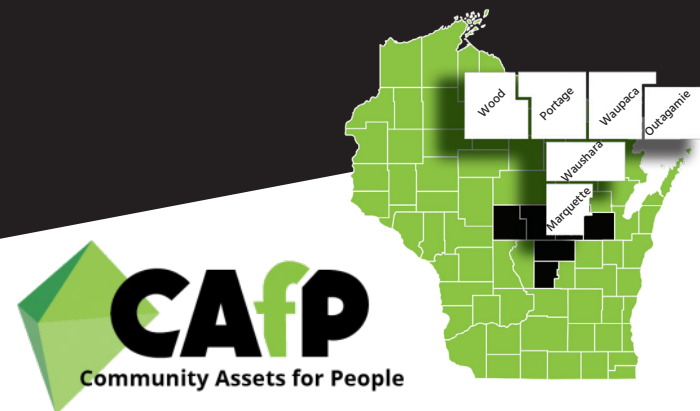


Loan Fund Investors

Credit Builders Alliance
Delta Dental of Wisconsin
Incourage Community Foundation
JPMorgan CHASE Foundation
National Exchange Bank
Old National Bank
Opportunity Finance Network
Packer Apartment Corporation
School Sisters of Notre Dame
The Congregation of the Sisters of St. Agnes
The Sisters of St. Dominic – Racine
USDA - Intermediary Relending Program (IRP)
USDA - Rural Business Enterprise Grant Program (RBEG)
USDA - Rural Microentrepreneur Assistance Program (RMAP)
US Bank
US Small Business Administration - Microloan Program
US Treasury – CDFI Fund
Wisconsin Council on Churches
Wisconsin Department of Transportation
Wisconsin Division of Housing
Wisconsin Economic Development Corporation



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Funded in part through a Cooperative Agreement with the U.S. Small Business Administration.



CAP Services Lending Report

Business, home and consumer lending — the perfect combination.

2020

capservices.org/cafp

Above: Carolina Bucker Menke of Revita Dance Studio with CAP Services Vice President of Lending, Laura West-Kralick

Note: Community Assets for People (CAfP) is a wholly owned subsidiary of CAP Services, Inc., a private, nonprofit Community Action Agency. For purposes of readability within this report, all loan fund activities are described as CAP Services activities.

CAP Services' Impact

LOANS, FINANCIAL SERVICES & JOBS CREATED IN 2020

Access to capital and credit is paramount to providing opportunity for people of all incomes to create businesses and jobs and help communities thrive.



24 MICRO & SMALL BUSINESS LOANS

In 2020, CAP Services provided 24 micro-enterprise and small business loans valued at over \$416,421. Businesses financed include retail shops, dance studios, landscapers, salons, food service and food production, custom fabrication, pet care, and vehicle repair shops.



2,704 HOURS OF TECHNICAL ASSISTANCE PROVIDED TO BUSINESSES

CAP Services' Business Development staff provided technical assistance services to business start-ups and expansions that included business plan development, market/feasibility assessment and understanding business financials (both pre-and post-loan). Within those hours, 150 entrepreneurs accessed our business coaching and lending services in 2020.



6 NEW BUSINESSES SUPPORTED BY MICRO & SMALL BUSINESS LOANS

In 2020, our micro-enterprise and small business loans created 6 new businesses which are all low-to-moderate income business owners. This resulted in 8 new full-time jobs and 1 part-time job, and retained 8 existing jobs in Central and East Central Wisconsin. Since 1997, start-up and expanding businesses we have supported have created 664 new full time jobs.



52 SMALL BUSINESS GRANTS

To combat the COVID-19 public health emergency, CAP deployed 52 grants totaling \$401,000 to help small businesses.



11 CREDIT BUILDER LOANS

A pilot consumer loan program launched that began in Portage, Waushara, and Marquette counties in August 2019 and has become a full program available across all counties CAP serves. In 2020, the credit builder loan totaled \$23,900.



11 AUTO LOANS

In 2020, CAP Services' consumer auto lending, through its Work-n-Wheels Program, helped 11 individuals access more reliable transportation. Since 2009, CAP has made 253 car loans totaling over \$1.36 million.



19 HOUSING LOANS

In 2020, CAP provided 19 housing loans so families could fulfill their dream of homeownership or preserve/improve their homes to meet HUD quality and safety standards. Since 1991, CAP has made 1,648 housing loans totaling over \$20.4 million.

Investing in People

Housing Lending

With funder support, CAP acquires, redevelops, and revitalizes distressed properties that might otherwise be deemed blighted or cause a blighted area in the community.



In 2020, CAP Services purchased a foreclosed property in Stevens Point. The rehabilitation

process involved extensive debris removal, updates to the exterior, updating mechanical components, improving energy efficiency and finishing the home with new flooring, paint, and countertops. Upon completion, the home was sold at an affordable price to a low-to-moderate income family.

Acquiring and maintaining affordable housing is often a top priority for low-to-moderate income households. CAP Services provides financial products and services to income eligible households seeking homeownership

and home rehabilitation measures. Most of these financing packages include deferred loans for down payment assistance and/or home rehabilitation costs.



Business Lending



Carolina Buckner Menke has been dancing since she was 3 years old. After teaching classes at a local dance studio for several years, it was no surprise that Carolina assumed ownership of the business and renamed it: Revita Dance Studio, LLC. Revita specializes in dance, music and martial arts classes for 3K to 12th grade students. The studio is a safe place for children to learn about themselves and develop their artistic skills. Carolina designs her programs to teach

life lessons along with dance and artistic expression. As the business expanded, Revita offered fitness and martial art classes for adults. She owns and operates her main studio in Westfield, WI where she also lives at the property. The second location is a rented facility in Portage, WI.

Classes for Revita Dance Studio were going along great until the COVID-19 pandemic. The studios were not designed to immediately handle the restrictions for social distancing so Carolina developed some virtual options. She used equipment from past performances to record classes but it still wasn't enough to support all of her students. Having been awarded a CAP Business Growth and Readiness grant in 2019, Carolina reached out to CAP to assist in the development of a pandemic pivot plan for her business. CAP Services provided

business coaching and a funding package so she could make technological changes allowing for fully virtual classes. By evolving her business during this unprecedented time, Carolina has been able to keep her students healthy and connected over the past year.



Consumer Lending

Transportation ranks high on the list of needs, especially in rural areas where public or commercial services may not be available. A reliable vehicle can be the difference between maintaining and losing a job. Lack of ready access to a dependable vehicle can also influence whether individuals can seek other job opportunities or increase their income by working additional hours.

Access to affordable vehicle loan terms is crucial for low- to moderate income individuals. Oftentimes, these individuals also present for loans with a low credit rating or no credit background which poses significant challenges. CAP Services provides a no-interest auto loan for working individuals with incomes at or below 150% of the Federal Poverty level to help them secure dependable transportation.

In 2020, CAP Services worked with Eric A. to secure an auto loan. Eric had an older

vehicle that was used daily to get him to work when his employer offered him a better paying position that required a further travel distance. Unfortunately, during the first week of his new job, he was involved in an



auto accident that totaled his car. Without a vehicle to get to work, he was at risk of losing his new job. Having worked with CAP Services before, he quickly reached out to CAP staff to start the application process for

a Work N Wheels loan. The loan request was approved quickly, Eric found a replacement vehicle, and he was able to maintain his position with his employer.

Eric provided a testimonial of his experience with CAP Services:

"CAP Services never gave up on me and was very patient. Because of CAP Services' Work-n-Wheels Program I've been able to secure a better paying job, travel to see my grandchildren, re-develop relationships with my children and see my family. The Work-N-Wheels Program didn't just help with a car, it helped me drive my life back into the right direction. Because of CAP Services, my relationships have grown, my income has improved and my credit is taking a turn for the better. There's so much more I have to say, you wouldn't believe. I really appreciate you!"