

CNA Addendum – Northern Outagamie County

Section 1: Introduction

CAP Services (CAP) is a local nonprofit established in 1966. CAP's primary service area includes Outagamie, Marquette, Portage, Waupaca, and Waushara counties. CAP provides services for housing and transportation, job skills, business coaching and lending, child and family development, multicultural services, and more. At the beginning of 2023, CAP began operating the Community 2000 program in Seymour, which had previously been operated by VPI. CAP is working to understand and respond to local community needs in Northern Outagamie County.

Overview of Process

As a community action agency, CAP is required to conduct a community needs assessment (CNA) and issue a report every three years. CAP formed a CNA Team in 2021 and completed the CNA in September 2022. After the assessment was complete, CAP was asked to assume the Community 2000 project in Outagamie County and completed this brief addendum to guide our work.

CAP formed an Advisory Group that met four times (May, June, July, and August 2023) to help guide the process and review qualitative and quantitative data for the addendum. Members included Kristy SeBlonka, Planning and Impact Director, Norys Pina, Community Resource Coordinator, and Juli Meulemans, CAP Services; Theresa Murphy, CAP Services Community 2000 Summer Intern; Mia Ljung from UW-Extension in Outagamie County; and Elizabeth Timmins, Head Librarian, Muehl Public Library in Seymour. In addition, CAP staff discussed the project with Yawλ[?]kó[?], Yutyátashnolats – Eliza Skenandore, Library Manager, Oneida Community Library on a couple occasions.

Then CAP staff met in October and November and recommended several actions for CAP programming in Northern Outagamie County, which is included in Section 6 of the addendum. CAP Vice President of Capacity Building, Erin Olson, also assisted in creating the work plan. CAP will share this addendum with the Northern Outagamie County community for further research and discussion.

Research Objective for Addendum

The CNA is focused on the causes and conditions of poverty in our region. CAP's research objective for the addendum was as follows: To increase our understanding of needs and issues in the Seymour-Shiocton school districts (rural northern Outagamie County) within the context of CAP's triennial Community Needs Assessment, focusing on people with lower incomes and underserved populations, to inform programming decisions.

Board Approval

CAP's Board of Directors approved the Northern Outagamie County addendum on **December 13, 2023**.

Agency Overview

CAP's mission is to transform people and communities to advance social and economic justice. Our vision is that individuals and families have the capacity to achieve their goals and thrive in resilient, equitable communities. CAP's primary service area includes Portage, Waushara, Marquette, Waupaca, and Outagamie counties. CAP offers select services in other counties.

Top Issues in CAP's Region

In the CNA, CAP completed focus groups and a survey of people with low incomes and a survey of service providers in our primary five-county region. CAP reviewed these results as well as other qualitative data and identified the top issues in our region, which are listed below:

1. Lack of Savings (Issue 1)
2. Cost of Housing and Heat (Issue 2)
3. Cost of Car Maintenance (Issue 3)

4. Building Credit and Access to Loans (Issue 4)
5. Experiencing Anxiety and Depression (Issue 5)
6. Buying a House (Issue 6)
7. Cost of Childcare (Issue 7)

The full Community Needs Assessment report includes an in-depth overview of each issue and guided our work for the Northern Outagamie County addendum. This addendum focuses on the Seymour and Shiocton school districts in particular.

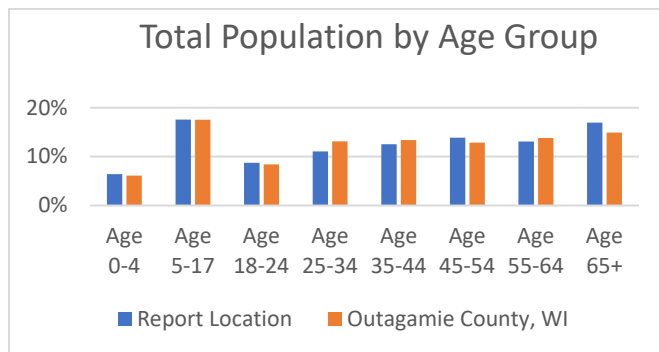
Section 2: Secondary Data Review for Northern Outagamie County

CAP reviewed secondary data from the Community Action Partnership Data Hub (including US Census data) and other reports (e.g. the 2023 United for ALICE reports) to guide our understanding of Northern Outagamie County. ALICE stands Asset Limited, Income Constrained, Employed and represents households with income above the Federal Poverty Level but below the basic cost of living. See Appendix A for the full Community Action Partnership Data Hub report.

Overall Population

A total of 17,534 people live in the 273.72 square mile report area (the Seymour and Shiocton school districts) defined for this assessment according to the U.S. Census Bureau American Community Survey 2017-21 5-year estimates. In the report location, 78.91% of the population is considered rural. The population density for this area, estimated at 64 persons per square mile, is less than the Outagamie County average of 297 persons per square mile. From 2010-2020, the total population in the report area grew by 375 people, which was a change of 2.24%, compared to 7.93% for Outagamie County overall.

The largest municipalities in the Seymour school district are Seymour and Black Creek (populations 3,542 and 1,263). The largest municipality in the Shiocton school district is Shiocton (population 871). (See ACS 2021 5-year data per Census Reporter.) The percentage of residents by age group in the report area is similar to the age of residents of the county overall, with a higher percentage in age 65+.



There is a lower percentage of White people in the report area than in the county overall. The next largest category is Native American or Alaska Native, primarily members of the Oneida Nation of Wisconsin.

Report Area	White	Black	Asian	Native American or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
Report Location	85.78%	0.28%	0.72%	7.89%	0.00%	1.57%	3.77%
Outagamie County, WI	88.48%	1.41%	3.52%	1.34%	0.02%	1.67%	3.55%

This area includes a portion of the Oneida Nation. According to their website, the Oneida Indian Reservation was established in a Treaty in 1838. The Oneida Nation is governed by the Oneida Constitution and has a General Tribal Council, Oneida Business Committee, Oneida Judiciary, and Boards Committees and Commissions.

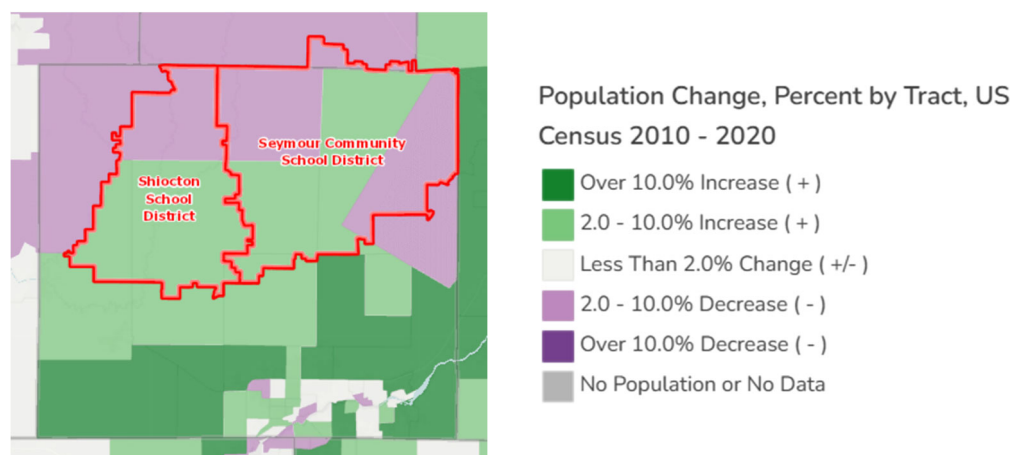
By Ethnicity, there is a higher percentage of Hispanic or Latino than in Outagamie County overall.

Report Area	Hispanic or Latino Population, Percent
Report Location	4.80%
Outagamie County, WI	4.63%

The foreign-born population of the report location is lower than for Outagamie County as a whole, 1.87% versus 3.64%. The veteran population is similar (6.58% for the report location versus 6.44% for Outagamie County as a whole).

The population with a disability in the report location is 9.43%, which is lower than the percentage for Outagamie County as a whole (10.73%). Among each population age in the report area, 3.48% of people under age 18, 7.99% of people 18-64, and 22.79% of people age 65 and older have a disability.

On the below map, the purple shows the portions of the school districts decreasing in population and the green shows the portions that are increasing in population.



The communities of Black Creek, Nichols, Oneida, Seymour and Shiocton in Northern Outagamie County have employers with over 50 employees in several sectors as listed with the State of Wisconsin Department of Workforce Development: Child Care, Nursing Care, and Social Advocacy (Good Shepherd Children's Center, Nursing Home, and Services), Governmental Support (Oneida Tribe), Schools (Shiocton, Black Creek, Seymour, and Oneida), Manufacturing (Saputo Cheese USA and Emmi Rother, formerly known as Great Lakes Cheese), Amusement and Recreation (Black Creek Sportsmans Club), Supermarkets and Grocery (Don's Quality Market), Electrical Contractors and Other Wiring Installation Contractors (EGI Mechanical Inc. and Precision HVAC & Mechanical LLC), and Paper Mills (Nichols Paper Products Co). Other smaller businesses may employ community members with lower incomes, including businesses such as Cut Stock Lumber in Shiocton, Performance Pallet in Seymour, and Ralph's Hardwood Floors (Black Creek). Jobs and earnings by sector is included in Appendix A for Outagamie County as a whole but is not available for Northern Outagamie County alone.

The median household income is only available by county (\$72,695 for Outagamie County per ACS 2017-2021). Below is the most recent ALICE household budget for Outagamie County from Wisconsin United for ALICE.

ALICE Household Survival Budget, Outagamie County, Wisconsin, 2021								
Monthly Costs and Credits	Single Adult	One Adult, One Child	One Adult, One In Child Care	Two Adults	Two Adults Two Children	Two Adults, Two In Child Care	Single Senior	Two Seniors
Housing - Rent	\$438	\$380	\$380	\$380	\$511	\$511	\$438	\$380
Housing - Utilities	\$154	\$239	\$239	\$239	\$292	\$292	\$154	\$239
Child Care	\$0	\$281	\$749	\$0	\$561	\$1,586	\$0	\$0
Food	\$422	\$716	\$643	\$774	\$1,262	\$1,151	\$390	\$714
Transportation	\$328	\$426	\$426	\$505	\$805	\$805	\$281	\$411
Health Care	\$240	\$558	\$558	\$558	\$759	\$759	\$471	\$942
Technology	\$75	\$75	\$75	\$110	\$110	\$110	\$75	\$110
Miscellaneous	\$166	\$268	\$307	\$257	\$430	\$521	\$181	\$280
Tax Payments	\$255	\$462	\$574	\$336	\$794	\$1,054	\$294	\$566
Tax Credits	\$0	(\$390)	(\$633)	\$0	(\$781)	(\$1,267)	\$0	\$0
Monthly Total	\$2,078	\$3,015	\$3,318	\$3,159	\$4,743	\$5,522	\$2,284	\$3,642
ANNUAL TOTAL	\$24,936	\$36,180	\$39,816	\$37,908	\$56,916	\$66,264	\$27,408	\$43,704
Hourly Wage	\$12.47	\$18.09	\$19.91	\$18.95	\$28.46	\$33.13	\$13.70	\$21.85

According to the ALICE county report for Outagamie County, the percentage of households that are below Poverty and ALICE are as follows. The villages of Nichols and Shiocton have the highest percentage of the population below ALICE.

Community	Total Households	% Below ALICE	School District(s)
Black Creek town, Outagamie County, Wisconsin	529	28	Shiocton/Seymour
Black Creek village, Outagamie County, Wisconsin	506	36	Shiocton/Seymour
Bovina town, Outagamie County, Wisconsin	482	31	Shiocton
Center town, Outagamie County, Wisconsin	1613	24	Shiocton
Cicero town, Outagamie County, Wisconsin	472	33	Shiocton/Seymour
Deer Creek town, Outagamie County, Wisconsin	219	22	Shiocton
Ellington town, Outagamie County, Wisconsin	1146	27	Shiocton
Liberty town, Outagamie County, Wisconsin	342	23	Shiocton
Maine town, Outagamie County, Wisconsin	312	26	Shiocton
Nichols village, Outagamie County, Wisconsin	106	45	Seymour
Oneida town, Outagamie County, Wisconsin	1468	31	Seymour
Osborn town, Outagamie County, Wisconsin	382	16	Seymour
Seymour city, Outagamie County, Wisconsin	1330	25	Seymour
Seymour town, Outagamie County, Wisconsin	534	30	Seymour
Shiocton village, Outagamie County, Wisconsin	384	45	Shiocton

Population below Poverty

The percentage of the population in poverty is slightly higher in the report location than for Outagamie County as a whole (6.97% compared to 6.87%) according to ACS 2017-2021. This is lower than for Wisconsin as a whole. Of all the population in the report area, 8.02% of females are in poverty and 5.91% of males are in poverty. No other gender categories are given. Of the 6,657 households in the report area, 480 (7.21%) are in poverty.

Report Area	Total Population	Population in Poverty	Population in Poverty, Percent
Report Location	17,339	1,208	6.97%
Outagamie County, WI	186,198	12,799	6.87%
Wisconsin	5,726,939	610,632	10.66%

By race, the portion of the population in poverty in the report area is listed below. Of all the White population within the report area, the proportion living in households with income below the Federal Poverty Level (FPL) is 5.29%. For all the Native American or Alaska Native population living in the report area, the proportion living with income below FPL is 15.44%. Notably, for all those who identify as Some Other Race living within the population area, the proportion living with income below FPL is 40.36%.

Report Area	White	Black or African American	Native American or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
Report Location	5.29%	5.00%	15.44%	3.97%	No data	40.36%	14.20%
Outagamie County, WI	5.67%	24.40%	19.39%	7.64%	31.91%	22.45%	17.18%

Of all the Hispanic population within the report area, the proportion of the population living with income below FPL is listed below.

Report Area	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
Report Location	16.95%	6.47%
Outagamie County, WI	20.73%	6.21%

The portion of households with public assistance income is higher in the report area than in Outagamie County as a whole.

Report Area	Total Households	Households with Public Assistance Income	Percent Households with Public Assistance Income
Report Location	6,657	104	1.56%
Outagamie County, WI	75,847	1,018	1.34%

The number of households receiving Supplemental Nutrition Assistance Program (SNAP) in the report area is 403 (6.1%). During this same period there were 364 households with income levels below the poverty level that were not receiving SNAP payments.

Report Area	Households Receiving SNAP Total	Households Receiving SNAP %	Households Receiving SNAP - Income Below Poverty	Households Receiving SNAP - Income Above Poverty	Households Not Receiving SNAP - Total	Households Not Receiving SNAP - %	Households Not Receiving SNAP - Income Below Poverty
Report Location	403	6.10%	116	287	6,254	93.90%	364

In the report area, 1,110 of the 2,765 public school students (40.2%) were eligible for free or reduced price lunch program in the latest report year. Free or reduced price lunches are served to qualifying students in families with income between under 185 percent (reduced price) or under 130 percent (free lunch) of the US federal poverty threshold as part of the federal National School Lunch Program (NSLP).

Report Area	Total Students	Students Eligible for Free or Reduced Price Lunch	Students Eligible for Free or Reduced Price Lunch, Percent
Report Location	2,765	1,110	40.2%
Outagamie County, WI	32,354	10,667	33.0%

According to their Wisconsin DPI report cards for 2021-2022, 39.2% of the students in the Seymour Community School District and 36.6% of the students in the Shiocton School District are economically disadvantaged.

Section 3: Survey of People with Low Incomes in Northern Outagamie County

CAP conducted a survey of people with low incomes across our survey area in 2022 as part of our full Community Needs Assessment. While there was some variation in results of the survey of people with low incomes in CAP's region, the results were consistent county to county. From those results, CAP selected the top issues.

For this addendum to CAP's full 5-county Community Needs Assessment, CAP conducted surveys with people at or below 200% FPL in the Seymour-Shiocton school districts in June and July 2023 to learn more about this part of the county as we expand work in that area. For the issues ranking, CAP used the same questions from the full Community Needs Assessment. CAP added several additional questions related to access with input from the Advisory Committee. See Appendix B for the full summary of responses.

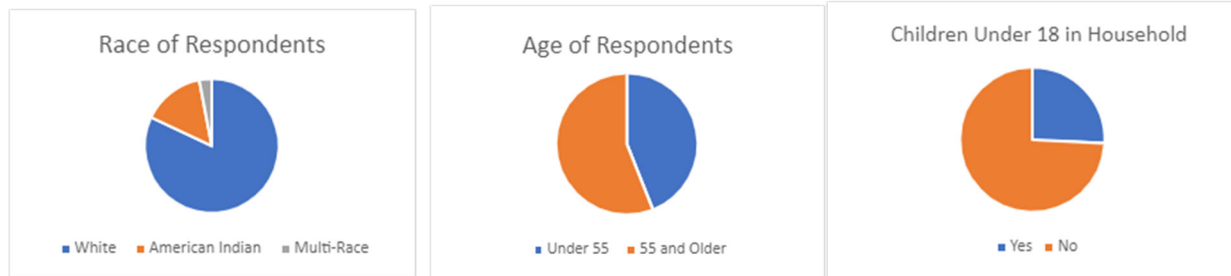
CAP distributed 256 surveys, of which 64 were returned (25% response rate). CAP's summer intern, Theresa Murphy, distributed surveys to 12 partners and sites: Community 2000, Oneida Library – Green Earth Branch, Seymour Library, Black Creek Library, Seymour Community Food Pantry, Bread of Life Food Pantry, Seymour Farmers Market, Hillside Apartments, North Manor, Sal's Grocery Store, Don's Grocery Store, and the Seymour Senior Village. CAP also circulated the opportunity on social media with contact information to request a survey. CAP tried several times to connect with the school districts but did not receive a response during the summer. CAP's intern and bilingual staff also talked with Spanish speakers but none completed the survey. The intern assisted many individuals in completing the survey. She made efforts to engage people of different backgrounds.

Most respondents were from the Seymour School District (97%). Of the respondents, 100% spoke English; 71% were female and 29% were male.

By race, 82% were White, 15% were American Indian, and 3% were Multi. By ethnicity, 5% (3) indicated they had Hispanic, Latino, or Spanish Origins.

In addition, 59% of respondents had a documented disability.

By age, 44% were under 55 and 56% were 55 years old or older. Of respondents, 26% had children under 18 in the home. To describe their household, 68% (42) responded adult(s) with no dependents, 13% single parent, 11% two parent, and 8% other.



By education level, 16% responded less than high school, 42% high school graduate, GED, or equivalent, 31% some college, 11% 2-4 year college graduate (associate or bachelor), and 0% graduate degree or higher.

For employment, 69% of respondents indicated at least one person was retired or unable to work due to a disability. 23% of respondents had at least one person working full-time or part-time in the household. 11% of respondents had at least one person who was unemployed in the household.

For their housing situation, 77% rent, 21% own, 2% living with family/friends, and 0% living in shelter or homeless. Respondents most often used their own car or ride from family as their mode of transportation.

Of those completing the survey, 90% had heard of Community 2000 and 60% had used a Community 2000 program as a client in the past year. In addition, 69% had heard of CAP Services and 40% had used a CAP Services program in the past year.

Respondents were asked, Do you feel a sense of belonging in the community? 39% responded always, 45% responded sometimes, and 16% responded never. Respondents were asked, In the community, do you feel discriminated against because of age, gender, ethnicity, race, and/or ability? 0% responded always, 26% responded sometimes, and 74% responded never.

CAP then asked households to indicate whether a series of issues was not a problem, slight problem, moderate problem, serious problem, or very serious problem for their household. The responses are ranked below in order of highest to lowest mean score.

Top Issues Identified by People with Low Incomes (Mean Issue Score)

Issue as Presented to Respondents	N. Outagamie
Lack of savings	1.95
Repeated and long-term health issue	1.69
Paying for car maintenance (insurance, gas, repairs)	1.39
Having enough money to pay all monthly bills	1.30
Experiencing anxiety or depression	1.23
Skipping dental treatment because of the cost	1.13
Repairing or building credit	1.00
Getting a loan with an affordable interest rate	0.92
Paying for heat	0.90
Finding a doctor or dentist who accepts my insurance	0.89
Traveling over 30 minutes to access health care	0.89
Getting enough food to eat	0.82
Finding free or low-cost legal advice	0.80
Having enough money to pay rent or mortgage	0.79
Finding safe, affordable housing	0.77
Buying a house	0.77
Paying off medical debt	0.76
Feelings of social isolation	0.75
Getting an auto loan	0.74
Getting a better-paying job	0.69
Accessing the internet	0.69
Finding opportunities to meet people in the community	0.68
Paying for health insurance	0.66
Obtaining reliable transportation to work, school, day care...	0.66
Fixing unsafe living conditions such as a leaking roof, toxic...	0.65
Paying back high-interest loans	0.61
Getting a job with health insurance benefits	0.59
Finding community resources to meet basic needs	0.57
Paying the telephone bill	0.54
Skipping doctor visits, treatment, or medication because...	0.52
Insulating or weatherizing my house	0.51
Getting a job with more hours	0.51
Getting a business loan and/or training to start a business	0.47
Getting a job with a steady schedule	0.44
Getting education or training to get a better job	0.31
Paying for childcare	0.26
Finding childcare for nights/weekends	0.25
Finding childcare	0.21
Getting or reinstating a driver's license	0.15
Learning to read, write, or speak English	0.10
Drug or alcohol use	0.08
Abuse or violence in the home	0.07
Getting a high school diploma, GED, or equivalent	0.05

Many of the top issues in the Northern Outagamie County addendum are represented within CAP's priority issues for CAP's 5-county needs assessment as noted below for 2023-2025:

1. Lack of Savings (Issue 1)
2. Cost of Housing and Heat (Issue 2)
3. Cost of Car Maintenance (Issue 3)
4. Building Credit and Access to Loans (Issue 4)
5. Experiencing Anxiety and Depression (Issue 5)
6. Buying a House (Issue 6)
7. Cost of Childcare (Issue 7)

As with CAP's 5-county community needs assessment, the top issues in Northern Outagamie County include lack of savings, cost of heat, cost of care maintenance, building credit and access to loans, and experiencing anxiety and depression. To learn more about each of these issues, CAP strongly encourages readers to review pages 23 to 58 in CAP's overall community needs assessment at [2022CNA_Final_9.29.22.pdf \(capservices.org\)](#).

More highly ranked in Northern Outagamie County than in the overall 5-county results included repeated and long-term health issue and skipping dental treatment because of the cost.

Section 4: Survey of Service Providers in Northern Outagamie County

CAP conducted a survey of service providers across our survey area in 2022 as part of our full Community Needs Assessment. For this addendum, CAP conducted a survey of service providers in the Seymour-Shiocton school districts in September 2023. See Appendix C for full summary of responses. Our goal was to obtain at least 20 surveys. CAP distributed surveys online by email to 43 organizations, and 22 people responded representing 20 organizations.

The goal of the partner survey was to get input on the top issues identified by people with low incomes, services that are needed to address them, and other barriers and gaps in Northern Outagamie County.

All of the service providers confirmed that they serve Outagamie County and clients with low incomes in Northern Outagamie County (including the Seymour and Shiocton School Districts). 95% currently had clients with low incomes in Northern Outagamie County and 5% did not.

For type of organization, 59% selected nonprofit, 18% local government, 9% school district, 9% health service provider, and 5% faith based. 45% have a physical office space in Northern Outagamie County and 55% do not. For meeting clients, 77% offer in person in Northern Outagamie County, 55% offer in person outside of Northern Outagamie County, 77% offer by phone, 45% offer by video conference, and 1% offer none of the above.

In regards to type of services offered to people with low incomes, service providers responded as follows:

Response	Percent
We do not provide services directly to people with low incomes.	9%
Business development	5%
Early childhood education and/or childcare	27%
K-12 education	18%
Post-secondary education and training	18%
Housing	27%
Health	23%
Food, Clothing, and/or Other Basic Needs	32%
Transportation	27%
Financial	27%
Legal	18%
Community involvement	36%

Of service providers who responded, 5% were not at all familiar with CAP Services, 86% were somewhat familiar, and 9% were very familiar. 22% do not currently partner with CAP.

CAP reviewed the comments from partners for several open-ended questions. This included their thoughts on gaps in services, most important need or issue to address, and how to address healthcare

issues in Northern Outagamie County. For gaps in service, staff coded the responses, and service providers most commonly noted issues related to transportation and housing.

Themes	# of Responses
Transportation	8
Housing	7
Access issues	4
Employment	2
Health	2
Program requirements	1
Mental Health	1
Other	3
Don't know or no response	3

For most important need or issue to address, service providers most frequently mentioned employment, housing, and transportation. Several mentioned more than one need or issue.

Themes	# of Responses
Employment	6
Housing	5
Transportation	5
Health	4
Financial education	4
Financial assistance and benefits	3
Mental Health	2
Education	2
Childcare	2
Education/Training	2
Access	1
Other	5
Don't know or no response	2

In regard to how CAP and partners could address healthcare issues in the client survey, service providers most frequently responded don't know or didn't include a response. Thereafter, they most commonly mentioned free clinics, services, or mobile clinics.

Themes		# of Responses
Don't know or no response		8
Free clinic, services, mobile clinic		6
Wellness / prevention activities		3
Referrals / partnerships with health providers		3
Transportation		3
Other		4

In regard to Northern Outagamie County's greatest strengths in addressing poverty, most partners focused on people and partners working together. In regard to greatest weaknesses, most identified barriers related to accessibility.

The responses to barriers to people with low incomes in Northern Outagamie County accessing services is noted below:

Rank	Barrier	Weighted Average
1	Transportation	2.73
2	Staff shortages	2.59
3	Client inability to pay for services	2.57
4	Location of services (accessibility)	2.41
5	Clients needing childcare	2.41
6	Community lacks awareness of program services	2.32
7	Programs have a waitlist	2.32
8	Limited culturally responsive services	2.27
9	Limited language access for non-English speakers	2.14
10	Restrictive eligibility to qualify for programs	2.09
11	Internalized shame and stigma	2.09
12	Accessing and using technology	2.00
13	Hours of operation	1.68

When asked to choose one of the above as the biggest barrier right now to accessing services, respondents most commonly identified transportation and programs have a wait list.

Section 5: Current Services in Outagamie County

In order to think about how to address current issues, CAP did an analysis of current service providers in Northern Outagamie County.

CAP offers almost two dozen programs across our service areas. Programming varies county to county based on local needs and resources. While CAP does provide them in other parts of our service area, CAP does not provide Head Start, Weatherization, Domestic Violence and Sexual Assault, Mental Health Navigation, or VITA services in Outagamie County because other agencies provide those services there.

Below is a highlight of services that CAP provided to Outagamie County residents in 2022:

Housing and Transportation

- Managed 28 affordable rental units
- Provided 2 auto loans at 0% interest
- Provided 544 households with rental assistance valued at \$1,651,600 through Wisconsin Emergency Rental Assistance (WERA)
- Provided 48 households with mortgage assistance, valued at \$421,375
- Provided 19 households with emergency grants valued at \$9,500 to address household needs

Small Business Assistance and Loans

- Provided 39 clients with business coaching
- Provided 4 business loans valued at \$173,735

Employment Skills and Economic Security

- Supported 77 clients in the Skills Enhancement Program, of which 9 clients completed the program with a new job and increased their annual income by an average of \$20,056

CAP continued the above programming in 2023. In addition, CAP assumed the Community 2000 program in Outagamie County in January 2023. Community 2000 serves adults and their dependents who have a gross monthly household income at or below 200% FPL. Most clients are residents of the Seymour and Shiocton school districts.

The program provides the following services on-site:

- Basic needs including emergency food, clothing, hygiene products, diapers, household products, and gas cards, grocery cards, and other vouchers
- School supplies
- Holiday baskets
- Referrals to other CAP programs
- Referrals to other agencies, such as Goodwill NCW's Financial and Debt Solutions Services, ADRC, food pantries, and other
- Assistance with filling out applications, verifying documentation, and setting up appointments for the food pantry

Community members who want to learn more about CAP's services can contact CAP's Community Resource Team at 844-314-8004. The Community Resource Team helps CAP deploy multilingual, culturally appropriate, and accessible practices and provide responsive and equitable services to clients across our service area, as a critical element of building more inclusive communities. The team attends community outreach events and partner meetings to increase awareness of CAP's programs and build trust and relationships with marginalized communities.

Community members in Northern Outagamie County may access services from a variety of service providers. Some are available at physical locations in Northern Outagamie County and some are not.

Below are service providers that have a physical office in the Seymour-Shiocton school districts (*indicates they answered survey and noted clients in the region).

Service Provider	Brief Description	City
CAP Services*	Offer several other programs serving Outagamie County residents (Community 2000, Community Resource Team, Skills Enhancement, Rental Housing, Consumer Lending, Business Coaching and Lending, and Auto Lending. Community 2000 and Seymour Senior Village are physically located in Seymour.	Seymour
Seymour Community Food Pantry*	Distribute food to local families that are income eligible (185% FPL) on a biweekly basis. Located in the Seymour City Hall.	Seymour
The Salvation Army, Outagamie County Service Extension* (Bread of Life Assistance Center)	Assist income-eligible families with food (biweekly), rent, utilities, medical and other emergencies. Serve Freedom, Seymour, Black Creek, Nichols, Bear Creek, Hortonville, Issar, Dale, Medina, Stephenville and parts of New London, Oneida and DePere.	Black Creek
St. Vincent de Paul Society Seymour #021	Provide clothing, household items, and vouchers for limited essential furniture pieces. Offer limited financial assistance to low-income families in Seymour and surrounding areas with help for housing, utilities and vehicle repairs. Have a loan closet for medical equipment on site in Seymour.	Seymour

Community Family Resource Center, Inc.	Offer a family enrichment program to families at Seymour Middle School & Black Creek Middle School.	Black Creek, Seymour
Catalpa Health*	Provide health services. Offer a pediatric mental health clinic serving children 2-18 with mental health concerns. Have mental health therapists in the Seymour, Black Creek, Shiocton, and Freedom school districts.	Seymour, Black Creek, Shiocton
Prevea Health – Seymour Health Clinic*	Provide basic health care services.	Seymour
ThedaCare Physicians – Black Creek	Provide basic healthcare services with referrals for diagnostic testing and services to their affiliated services in the Appleton area.	Black Creek
Bellin Health – Seymour Clinic and Pharmacy	The clinic provides basic health care services with referrals to their facilities in Green Bay area for additional testing and procedures. In addition, Bellin Health has a standalone pharmacy in the local grocery store.	Seymour
Aurora Health - Seymour Clinic	Provide basic health care services.	Seymour
Aurora Advocates	Contract with Seymour School District for the Student Family Assistance Program (SFAP) to provide confidential counseling, consultation, intervention and referral services free-of-charge to students and families in need. Services are offered online and address concerns like alcohol/drug issues, anxiety and depression, and more.	Online
Hillside Apartments (Outagamie County Housing Authority)	Provide rental housing for seniors 55 and older or disabled individuals with low incomes.	Seymour
North Manor Apartments	Provide multifamily rental housing (1 or 2 bedroom) for seniors and people with disabilities with low incomes.	Seymour
Transportation providers	Limited in Northern Outagamie County. Outagamie County provides rural paratransit services for seniors and people with disabilities, primarily during weekdays. Lutheran Social Services provides Make the Ride Happen for seniors and disabled in conjunction with Outagamie County Housing Authority. Veyo offers medical transit. 1 Awesome Cab, based in Seymour and De Pere, is the primary taxi provider. Oneida Public Transit serves Oneida connects to Seymour.	Seymour and De Pere
Community libraries	Black Creek Village Library*, Muehl Public Library*, Shiocton Public Library	Black Creek, Seymour, Shiocton
School districts	Seymour Community School District*, School District of Shiocton*, Black Creek School, Seymour Head Start (operated by UW Oshkosh Head Start at Rock Ledge Intermediate School)	Seymour, Shiocton, Black Creek
Municipal offices	City of Seymour, Village of Shiocton, Village of Nichols, Village of Black Creek	Seymour, Shiocton, Nichols, Black Creek
Oneida Nation	Offer many services, such as the Oneida Community Library*, Oneida Food Pantry, Oneida Aging & Disability Services, and Oneida Public Transit. Community members who reside on the Oneida reservation can use the transit free of charge.	Oneida – Border of Outagamie

The below service providers include Northern Outagamie County in their service area but do not have a physical space there (*indicates they answered survey and noted clients in the region).

Service Provider	Brief Description	City
Catholic Charities of the Green Bay Diocese*	Provide financial health counseling, mental health counseling, and some rental assistance.	Menasha
Goodwill NCW	Offer retail store and training center. Also offer Financial and Debt Solutions Services to anyone in Wisconsin, by phone or in person. Certified financial counselors provide personal and bankruptcy counseling, practical budgeting guidance, and help with student loans, buying a home, financial recovery from job loss or divorce, and more. They also offer financial education workshops.	Menasha
Harbor House*	Serve community members experiencing domestic and sexual violence. Offer crisis line and mobile advocacy. Had previously met clients in the C2000 building prior to COVID. Offer shelter in Appleton.	Appleton
LEAVEN*	Offer financial assistance (rental and mortgage assistance), resource coordination, and case management to address their near-term and long-term basic needs.	Menasha
Legal Action of Wisconsin*	Assist people at or below 200% FPL with free civil legal services. Most requested services are in family and housing law.	Oshkosh and Green Bay
Lutheran Social Services of WI and Upper MI*	Offer services for Children & Families, Mental Health & Substance Use Disorders, Housing and Residential, Disabilities, and Connections. Offer Make the Ride Happen Program for seniors and people with disabilities. Rural transportation for medical appointments is most requested in Northern Outagamie County.	Appleton
Outagamie County*	Provide various services, including the Aging and Disability Resource Center, Housing Authority, Health and Human Services, etc.	Appleton
Parent Connection of Family Services NEW*	Provide parent education, case management and community referrals using the Parents As Teachers (PAT) evidence-based home visiting model. Serves first-time high-risk parents with a childbirth to three years old and prenatal women.	Menasha
Pillars*	Offer two shelters and a resource center in Appleton. Have a small number of clients from Northern Outagamie County.	Appleton
Rebuilding Together Fox Valley*	Provide critical home repairs free of charge to low-income homeowners (seniors and people with disabilities), giving them the ability to remain safe and healthy in their own homes.	Appleton
VPI*	Provide Mental Health, Employment, Education, Social & Recreational, and Early Intervention programs for individuals with disabilities or that are disadvantaged.	Appleton
Partnership Community Health	Federally qualified health center (FQHC). Offer primary medical, dental, integrated behavioral health and comprehensive outreach and enrollment services. Do not have mobile health services.	Appleton

Samaritan Health	Offer counseling in English and Spanish, wellness screenings for youth, programs for faith leaders, those interested in suicide prevention, and other groups. They can contract with schools to provide confidential wellness screens for youth.	New London, Kaukauna
Planned Parenthood	Provide health center in Appleton for people with or without health insurance with the following services: birth control education, supplies, and prescriptions, emergency contraception, pregnancy testing and counseling, STD testing, urinary tract infections testing and treatment, and men's health care.	Appleton
Fox Valley Literacy Council	Provide tutors and classes for adult learners in person in Appleton and online. If volunteers are available to tutor elsewhere, they can train them to provide services in other parts of county.	Appleton
Casa Hispana	Advocate for and empower Hispanic/Latinx community through awareness, education, and celebration of diverse cultures.	Menasha
UW Madison's Division of Extension	Provide educational opportunities in Outagamie County for community development, 4-H, agriculture, and nutrition. FoodWise is a statewide program that advances healthy eating habits, active lifestyles and healthy community environments for families with limited incomes. Family Finances includes Planning AHEAD, Money As You Grow, Rent Smart, and Money Management services.	Appleton

Section 6: CAP's Action Plan for Northern Outagamie County

CAP included a three-year strategic plan in our full Community Needs Assessment. The plan includes strategies and objectives that will help us achieve these 6 goals:

- Goal 1: Improve the financial well-being of people in poverty.
- Goal 2: Develop pathways to home ownership for people in poverty.
- Goal 3: Support the mental health of people in poverty.
- Goal 4: Participate in community initiatives to develop affordable childcare options.
- Goal 5: Attract and retain staff by developing a workplace that fosters inclusion and excellence.
- Goal 6: Increase financial sustainability across the agency, with a focus on housing.

This preceded our acquisition of the Community 2000 Program in January 2023 as it transitioned from VPI. As part of this addendum, CAP staff reviewed the data in this report and developed an action plan for Northern Outagamie County in particular.

CAP staff reviewed the data from the **client survey** and made the following observations:

- High response from seniors and people with disabilities and low response from families with young children
- Many respondents (77%) were renters
- Low response from Latinx community members
- Many of the top issues that clients identified in Northern Outagamie County matched the results of the overall 5-county community needs assessment (such as lack of savings, paying for car maintenance, having enough money to pay all bills, experiencing anxiety and depression, repairing or building credit, and paying for heat)
- Some of the health-related issues ranked higher in Northern Outagamie County (such as repeated and long-term health and skipping dental treatment because of the cost)

- More people had heard of Community 2000 than CAP Services

CAP staff reviewed the data from the **partner survey** and made the following observations:

- Housing and transportation were most often mentioned as gaps
- Gaps that partners identified, such as housing and transportation, impact top issues on the client survey such as lack of savings
- Access to services is a big issue
- Some comments focus on services; whereas others focused on the root causes of the issues
- Some of the financial issues, such as loss of income due to sudden change, link to lack of savings to respond to these life events
- Some noted the need for increased income, such as through high-paying jobs
- In response to healthcare issues, some noted the need for wellness programs, getting healthcare partners together to discuss services, having free clinics and/or mobile clinics, and increasing transportation to medical services
- Transportation was identified as the biggest barrier to accessing services
- Biggest strengths are related to people and partners working together
- Biggest weaknesses are primarily related to accessibility

CAP leadership reviewed the **list of existing service providers** for Northern Outagamie County and made the following observations:

- There are several service providers providing mental health services in Outagamie County, including some in Northern Outagamie County (e.g. Catholic Charities, Lutheran Social Services, Catalpa Health, Samaritan Health, etc.). Many are members of The Connection: N.E.W. Mental Health. The Connection does not provide direct services, but they are a membership network of organizations and individuals working to develop an exceptional mental health system of care. Seymour School District has school-based therapists through partnership with Catalpa and Bellin. They previously contracted with Samaritan Health to provide wellness screenings to youth, but they are unable to continue to the partnership due to lack of funding. At this time, CAP does not provide our Mental Health Navigation Program in Outagamie County because of other service providers.
- There are several other health clinics in the community as noted above. CAP does not have a detailed understanding of services within or across clinics and how well they meet local needs in Northern Outagamie County. CAP's primary role in health services is through the Community Resource Team. The team helps organize vaccine outreach and also provides households with health insurance information and referrals to Covering Wisconsin.
- There are several organizations providing housing services in Outagamie County, including some in Northern Outagamie County. As noted above, there is a public housing site and a CAP senior village in Seymour. Other rental housing that may be affordable to people with lower incomes is provided by the private rental market. The Appleton Housing Authority manages the Section 8 Housing Choice voucher program for Outagamie County, but per their website, the Housing Choice Voucher Program Waiting List will close as of January 2024. Service providers indicate that there is a need for more affordable housing in Northern Outagamie County. For homeowners in need of housing repair services, Northeastern Wisconsin CDBG Loan Program administered by Brown County provides 0% housing rehab loans for Outagamie County residents outside of Appleton or Neenah. The Greater Fox Cities Area Habitat for Humanity also offers 0% interest loans through their Home Repair program, which is available to qualified homeowners in Northern Outagamie County. These types of loans are similar to those that CAP provides in other counties, but CAP does not offer them in Outagamie County so as not to duplicate services. Seniors and people with disabilities can also access critical home repairs free of charge via Rebuilding Together Fox Valley. Several agencies provide financial assistance for housing or utilities, such as the Salvation Army and St. Vincent de Paul. CAP administered extensive financial assistance to

people at risk of losing their housing during COVID. While that financial assistance is ending, CAP will provide housing counseling services throughout Outagamie County.

- There is a lack of transportation providers in Northern Outagamie County. Valley Transit provides public transportation in Outagamie County but does not extend to Northern Outagamie County. On the taxi side, 1 Awesome Cab is based in Seymour and DePere. In addition, Fox Valley Cab is based in Appleton and will provide rides anywhere in the county. Uber and Lyft have limited availability in rural areas. Regionally, Oneida Public Transit serves Oneida and connects to Seymour. Most transportation services are focused on seniors and people with disabilities. Outagamie County provides rural paratransit services in Northern Outagamie County for select rides within the county, primarily during daytime hours. Lutheran Social Services provides Make a Ride Happen for seniors and people with disabilities, and this includes collaborating with Outagamie County Housing Authority to serve their residents in Seymour. LSS notes that some transportation services do not like to cross county lines, such as into Brown County for medical services, but LSS can provide that service to clients if it's within their overall multicounty service area. Most transportation discussions are currently around health as part of the Outagamie County Community Health Improvement Plan (CHIP). CAP is not aware of any services particularly focused on transportation for people who are not seniors or disabled, such as for employment. Through our lending department, CAP offers a Work-n-Wheels program with 0% interest auto loans for working adults with lower incomes. Lutheran Social Services has experience working on solutions for employment transportation in other counties, such as the Waupaca County Catch-a-Ride Program, and they are willing to assist with discussions among service providers, businesses, and community members in Northern Outagamie County to develop possible solutions.
- There are several organizations providing financial services that may be helpful to people with low incomes in Northern Outagamie County. Through CAP's Financial Empowerment Education (FEE) CAP offers one-on-one meetings with trained staff who use the Consumer Financial Protection Bureau's "Your Money, Your Goals" toolkit. In addition, Goodwill's Financial and Debt Solutions Services and UW Extension offer extensive services related to financial education and empowerment as noted above. CAP staff will stay abreast of resources and provide services or refer to appropriate services as appropriate.

CAP has committed to pursuing the following action steps for CAP programming in Northern Outagamie County:

1. C2000 and Community Resource Team staff will jointly conduct outreach and provide at least 4 community presentations about C2000 and other CAP programs to raise awareness (agency).
2. The Community Resource Team will engage in door-to-door canvassing in neighborhoods, schools, and workplaces that are predominantly Hispanic to expand outreach and build relationships and trust with the Latinx community in Northern Outagamie County (household).
3. CAP will provide a private office at Community 2000 with a computer for CAP programs and/or other partner programs to offer in-person and/or video conference meetings during standard C2000 hours (agency).
4. CAP's Skills Enhancement Team and Community Resource Team will increase outreach to community members, partners, and employers in Northern Outagamie County to increase access to workforce development activities (agency). This includes circulating information in English and Spanish.
5. CAP's Lending Team and Community Resource Team will increase outreach to community members and partners in Northern Outagamie County to increase access to our Consumer, Auto, and Business lending products and services (agency). This includes circulating information in English and Spanish.

6. CAP will continue to offer senior housing in Northern Outagamie County through the Seymour Senior Village (agency). If partnerships and resources become available, CAP is willing to participate in community discussions about additional housing activities.
7. CAP will begin offering Housing Counseling services across our region in 2024, including in Northern Outagamie County.
8. CAP's Financial Empowerment Coordinator will meet with UW Extension and Goodwill's Financial and Debt Solutions Services in Outagamie County to develop a better understanding of each other's work and a strong referral system to strengthen access to services and avoid duplication. If appropriate, CAP will offer one-on-one financial education and empowerment sessions in Northern Outagamie County(household).

CAP recommends the following action steps to increase collaboration on community level issues in Northern Outagamie County:

1. Reinstate quarterly Northern Outagamie County Partners meetings (community). CAP staff from Community 2000, Skills Enhancement, and Community Resource Team will attend to ensure awareness of services among local providers. CAP will invite area service providers, including health services. CAP will discuss possible facilitation of meetings with the United Way and UW Extension to determine who could assist with this effort.
2. Host a discussion on transportation issues for people with low incomes in Northern Outagamie County. Include transportation service providers in Outagamie County, including Lutheran Social Services.
3. Secure resources and health partners to establish an annual free health clinic with vaccinations, diagnostics, nutrition, and so forth (household).
4. Expand outreach to families with children by partnering with schools to host community resource fair(s).

Section 7: Next Steps

CAP has completed the addendum to guide our work in Outagamie County. Thereafter CAP Services, community leaders, and other service providers may use this information to guide community discussions of issues in Northern Outagamie County and identify a plan of action to respond to those issues and/or complete additional research.

Appendices

Appendix A: Community Action Partnership Data Hub Report for Seymour and Shiocton School Districts
[CommunityActionPartnershipReport_Community2000.pdf](#)

Append B: Client survey results
[Outagamie County Client Survey Summary Results.docx](#)

Appendix C: Partner survey results
[N Out Partners 2023 SummaryResponses October.pdf](#)