



LOCATIONS

Portage County

Administrative Office

2900 Hoover Road
Stevens Point, WI 54481
715-343-7500

Program Office

1608 West River Drive
Stevens Point, WI 54481
715-343-7100

Marquette County

Early Learning Center

222 South Franklin Street
Oxford, WI 53952
608-586-4404

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

844-314-8004

capservices.org

CAP Services is an equal
opportunity employer and
service provider.



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What's New at CAP?

Welcome to our latest issue of CAPtion! As we begin a new year, I'm excited to revive our quarterly newsletter to share what's happening at CAP Services thanks to your partnership and support.

In fact, we have a lot of new things to celebrate. Among them are:

- In 2023, CAP welcomed **New Leadership Staff**:
 - Terry Lewis-Birkett as our Chief Financial Officer,
 - Mandy Bowe as our Vice President of Lending, and
 - Scott Norder as our Director of Community Engagement. Read more about Scott and his role on page 2.
- We also added **New Programming**:
 - **Community 2000**, an emergency relief program located in northern Outagamie County, joined CAP Services after more than 20 years as a program of VPI. Learn more about the program's history and services on page 3.
 - To ensure that newcomers in our communities can access services and resources that allow them to thrive, CAP created the **Refugee and Immigrant Support and Empowerment (RISE)** program.
 - We also launched **Hmong Optimists Promoting Excellence (HOPE)** programming to support youth with life skills, academics, and exploring post-secondary education and career options.

One thing that hasn't changed is our commitment to providing interconnected solutions to meet individual and community needs. Our collaborations with partners are central to this effort, so we'll be featuring these partnerships in our newsletter as well. I'm excited to highlight Family Health La Clinica in this issue (page 4).

I'm delighted to reconnect with you through this publication, and I welcome the opportunity to connect on a more personal level as well! Please feel free to contact me at nharrison@capmail.org or 715-343-7525—I'd love to talk about how we can strengthen our work together.

Nicole Harrison



Engage with CAP Services

Scott Norder joined CAP Services as Director of Community Engagement in March of 2023. In



his role, Scott is responsible for leading development, marketing, and communications activities for the agency. Before CAP, he served in many higher education leadership and corporate relations roles.

Scott understands the importance of community engagement and relationship building. "Our partners and community members are really the lifeblood of CAP Services," he notes. "They are vital in helping the agency provide programs and services to those who are experiencing hardships. I love telling CAP's story and sharing all the wonderful things we are doing as an agency."

To enhance CAP's connection to the community, Scott will be hosting free monthly webinars that will allow people to learn more about the agency. These webinars will include a brief history of CAP, program spotlights, and opportunities to support the agency. We invite you to join us for a session on March 13 at 8am or noon. Zoom links for both webinars are below.

If you would like to connect with Scott, please email him at snorder@capmail.org.

Join Scott's March 13 webinar

8am Zoom Webinar - us02web.zoom.us/j/87257057515

Noon Zoom Webinar - us02web.zoom.us/j/84440326387

CAP Services 2024 Events

Take A Ride

May 11

Based at Central Waters Brewing Company in Amherst, participants choose between loops of 10, 30, and 50 miles in the local area. Paid registrants will receive water/snack comfort stops, Central Waters beverage chip, and a Take a Ride t-shirt. Register online at capservices.org/event/take-a-ride-2024. Interested in helping with this event? Volunteers will also receive a beverage chip and t-shirt. See all volunteer opportunities at takearide.wufoo.com/forms.

Hmong Week

May 16-18

CAP Services' Hmong Family Strengthening and Hmong UPLIFT programs, along with other community partners, present 3 days of events to celebrate Hmong culture in Marathon, Portage, and Wood counties.

Make Miracles Happen Golf Outing

June 6

The 20th annual Make Miracles Happen Golf Outing will be held at Crystal Springs Golf Course in Seymour. Proceeds from this event sustain the work of our Community 2000 program which provides families in rural northern Outagamie County with essential services such as food, personal care items, clothing, and more.

Summer Brat Fry

Summer 2024

A summer staple in Wisconsin! We'll host a traditional brat fry at our Corporate Headquarters in Stevens Point to raise awareness and general funding for our programs.

Trivia Unplugged

Fall 2024 Appleton & Wautoma

Teams of 10 players answer media trivia questions without the aid of any notes, books, or electronic devices. Proceeds from these events support our work in the Fox Cities, including our Skills Enhancement and Community Resource programs, and our Domestic Abuse Outreach Office in Waushara County.

Event Sponsorships

Event sponsorships offer a way for you to support CAP Services' mission while highlighting your brand. Proceeds of your sponsorship will help fund our programs and create opportunities for people to achieve safety and economic mobility.

Interested in sponsoring CAP events?

Please complete the form [HERE](#) and return by **March 8, 2024**.

Contact Scott Norder at 715-318-8896 or snorder@capmail.org with questions or if interested in a customized sponsorship.

SPONSORSHIP LEVELS	Event Sponsor \$500	Premier Event Sponsor \$1,500	Advocate Sponsor \$2,500	Champion Sponsor \$5,000
	One Event	One Event	All Events	All Events
Pre-Event Benefits				
Social media promotion (tagged) Facebook, Instagram, LinkedIn	✓	✓	✓	✓
Event flyer/poster	Text	Logo	Logo	Logo
Website event (linked)	Text	Logo	Logo	Logo
Event email blasts	Text	Logo	Logo	Logo
Press release	Text	Logo	Logo	Logo
Sponsorship announcement on social media (tagged)	✓	✓	✓	✓
Paid event social media ads	✓	✓	✓	✓
Premier logo placement	✓	✓	✓	✓
At Event Benefits				
Event media poster/flyer/presentation	Text	Logo	Logo	Logo
Provide swag to attendees (optional)	✓	✓	✓	✓
Staff volunteer at event (optional)	✓	✓	✓	✓
Verbal recognition	✓	✓	✓	✓

☐ **Yes! We would love to support CAP Services' Events!**

☐ Event Sponsor \$500+ ☐ Premier Event Sponsor \$1,500+ ☐ Advocate Sponsor \$2,500+ ☐ Champion Sponsor \$5,000+

☐ Other - please contact us for additional sponsorship opportunities or customized levels.

Complete and return by mail or email to: CAP Services | 2900 Hoover Rd, Suite A | Stevens Point, WI 54481 or email Scott Norder at snorder@capmail.org. Email or call Scott at 715-318-8896 with questions.

Contact Information
Name _____
Company _____
Address _____
City, State, Zip _____
Phone _____
Email _____

Jobs & Business Development

CAP Services' Jobs & Business Development department provides a variety of products and services to our communities. We currently serve Calumet, Marathon, Marquette, Outagamie, Portage, Waupaca, Waushara, Wood and Marathon counties.

The Jobs & Business Development (JBD) team consists of seven employees. Jean Cook, Business Development Specialist, started with CAP in 2013 and Tyler Lang, Jobs & Business Development Coordinator, started with CAP in 2023. Together they help entrepreneurs start and expand their businesses with micro and small business loans for business expenses including equipment, inventory and working capital. Free technical assistance is available for the life of the loan and can include help with making complicated business decisions, creating an expansion plan, finding resources, and more.

In 2023, JBD closed 34 business loans totaling \$731,162 and created 15 new full-time jobs in our communities.

Lisa Rader, Loan Funds Specialist, started with CAP in 2015, and Kris Murphy, Consumer Lending Coordinator, joined CAP in 2016 and transferred to JBD in 2020. Together they assist clients with auto and consumer loans. Both take care in finding the correct program to fit the client's needs. Our Work-n-Wheels program provides low-income adults with a 0% interest loan to obtain a vehicle to get to and from work. Our Affordable Auto program provides low-interest loans to low-income individuals, including those without earnings from a job, to obtain a reliable vehicle. Consumer loans of up to \$2,500 are available to low-income clients to help with building credit, repair costs, and life events such as moving costs and citizenship fees.

In 2023, JBD closed 36 Auto loans totaling \$239,986 and 26 Consumer loans totaling \$93,383.



Jobs & Business Development Team, left to right: Kris Murphy, Lisa Rader, Mandy Bowe, Tori Hoeck, Sherry Berry and Jean Cook. Tyler Lang (not shown)

Sherry Berry, Lending Programs Support Specialist, and Tori Hoeck, Loan Funds Specialist, both started with CAP Services in 2023. Sherry and Tori assist with reporting to our funders, grant writing, as well as many additional back-office tasks and projects.

Mandy Bowe, VP of Lending, started with CAP Services in 2023. Mandy oversees our various lending products and services, as well as the JBD team.

We love referrals! Give us a call or email us:

Business:

Jean Cook
P: 715-343-7138
E: jcook@capmail.org

Tyler Lang
P: 715-498-9404
E: tlang@capmail.org

Auto & Consumer:

Lisa Rader
P: 920-787-7461
E: lrader@capmail.org

Kris Murphy
P: 715-340-6248
E: kmurphy@capmail.org

Community 2000

Community 2000, an emergency relief program located in Seymour, WI, became a program of CAP Services, Inc. on January 1, 2023. VPI, Inc. operated the program for 21 years prior.

What began as a volunteer-led effort in 1999 quickly grew into a formal program to assist individuals and families in the Seymour and Shiocton school districts with meeting their basic needs and connecting to community resources that aid and promote self-sufficiency.

"Rural communities often have fewer resources to meet greater needs, but Community 2000 has been fortunate to have generous local support from volunteers and donors," says Juli Meulemans, Community 2000 Coordinator. "Being



Community 2000's sign unveiling and open house on Saturday, November 11, 2023.

part of VPI for more than 20 years was essential to building a strong foundation for the program. I'm excited to build on our track record of success as we join CAP Services."

As a program of CAP Services, Community 2000 will continue to connect low-income residents of Northern Outagamie County with resources that address their basic needs, including

emergency food, personal care items, diapers, and household items such as bedding, towels, and cleaning products. The program will also support and empower clients to access additional community services that address their long-term needs and goals. For more information, visit capservices.org/community-2000.

Family Crisis Center Faces Funding Cuts

CAP Services is one of many agencies who provide intervention services that will be impacted by a significant reduction in available funds through the Victims of Crime Act (VOCA), beginning with the upcoming competitive grant year effective October 1, 2024. The Office of Crime Victim Services announced that the maximum amount agencies can apply for is \$250,000. Assuming that CAP is selected to receive the maximum award, this represents a 76% reduction in funding from the current \$1.06 million allocation.

CAP's Family Crisis Center (FCC) services provide free and confidential support to those who have been affected by domestic violence and sexual assault. Services include a shelter, 24-hour toll-free crisis line, victim services outreach programs, and bilingual/bicultural programs in Spanish and Hmong. The FCC also provides child and youth services for youth in crisis and those at risk of experiencing homelessness.

CAP will be holding a series of events to support the FCC throughout 2024. Details will be available in upcoming newsletters and on our website and social media. If you'd like to make a gift today to support our Family Crisis Center services, please visit capservices.org/donate or mail your contribution to CAP Services, 2900 Hoover Road, Suite A, Stevens Point, WI 54481.



Program Spotlight: Family Health La Clinica

As answered by Colin Mitchell, PhD, MBA, Director of Business Development at Family Health La Clinica

What is the mission and vision of Family Health La Clinica?

Our Mission: To ensure access to high quality integrated healthcare and promote the well-being of our patients, staff, and communities.

Our Vision: Together We Create Healthy Individuals, Strong Families, Vibrant Communities



What are some of the services offered by Family Health La Clinica?

Currently we offer medical, dental, and behavioral health services in Wautoma, Stevens Point, and Beaver Dam. Our Wautoma location houses a pharmacy, massage therapy, and WIC services as well. The Mauston location is dental only and we have primary care in Friendship to complement behavioral health. However, you can find our patient service navigators at all locations. Also, we are excited to announce that in 2025, we will open an integrated care clinic in Stevens Point that will add optometry and chiropractic options to our suite of services.

What is your favorite part about being a member of Family Health La Clinica?

That's easy. I enjoy working with the community. Whether it is sitting on local committees and work groups with community partners like CAP Services or supporting community members directly through events or workshops.

How does Family Health La Clinica partner with CAP Services?

We partner with CAP Services in a wide variety of ways. Referrals are at the top of the list – especially for individuals needing family support, behavioral health counseling, and general healthcare. At the same time, FHLC sits on several workgroups run by CAP Services and supports everyone from the Family Resource Center to the Multicultural Engagement Department. In addition, CAP Services assisted FHLC when we opened our Stevens Point dental clinic in 2019.

If you had to eat one meal everyday for the rest of your life, what would it be?

Pizza because you can change the toppings.

Free Tax Assistance



In partnership with the IRS, CAP offers the Volunteer Income Tax Assistance (VITA) program to help people file their taxes free of charge. Services are available to individuals and families with annual income below 200% of the federal poverty level. Income limits are adjusted for household size. For example, a single person with an income of \$29,160 or less would qualify.

CAP's volunteers complete training and certification in tax law. These IRS-certified individuals provide free basic tax preparation and help taxpayers claim eligible tax credits such as the Child Tax Credit, Wisconsin Homestead Credit, and the Earned Income Tax Credit (EITC).

Electronic filing and direct deposit options allow taxpayers to conveniently submit their return and receive their refunds much more quickly than paper filing.

CAP offers tax preparation by appointment in Stevens Point, Waupaca, and Wautoma. For detailed program information, including income eligibility requirements, visit capservices.org/vita or call 1-800-660-5430.



Join a team that makes a difference!

CAP Services, headquartered in Stevens Point, WI, has offices in each of the five counties we serve. With positions available in each of our counties, there may be an opportunity perfect for you or someone you know! Find job opportunities at capservices.org/jobs.