CAP SERVICES

Impact Report 2023

2023 Milestones

CAP's vision is that **individuals and families have the capacity to achieve their goals and thrive in resilient, equitable communities.** To advance this vision, our staff and programs in 2023 undertook a journey that included self-reflection, expanded services, and enhanced partnerships. Your investment of time and resources made this possible, and we look forward to continuing our work together to **transform people and communities.**

Community 2000, an emergency relief program located in northern Outagamie County, became a program of CAP Services on January 1, 2023. VPI, Inc. previously operated the program.

Community 2000 serves individuals and families in the Seymour and Shiocton school districts, **connecting residents with resources that address their basic needs** including emergency food, personal care items, diapers, and household items. The program also supports and empowers clients to access additional community services that address their long-term needs and goals.

Since October 2021, the Mental Health Navigation (MHN) program has collaborated with Compassionate Connections Center (CCC) to better serve individuals in the Clintonville community. Our joint efforts focus on **delivering comprehensive mental health support** to individuals in need while also working to raise awareness and reduce the stigma associated with mental health. CCC provides office space for MHN to hold appointments and support walk-in visitors with personalized advocacy. Through events and outreach activities including the "Let's Taco 'Bout It" event and CCC's annual clothing drive and backpack program for students, this partnership resulted in **19 individuals** accessing navigation assistance and **more than 160 people** receiving information and resources about mental health in 2023.

Building Cultural Competency

In 2023, team members embarked on a cultural competency journey led by **Dr. Pam Her**.

*"I can personally say that **I am not the same person as I was when we started.** As we learned from Dr. Pam, this journey is not about agreement, disagreement, or judgment; it is about deeper understanding. This approach inspired me to embrace the discomfort and learn more about myself by deconstructing my personal lens in a variety of situations, which has helped me grow and strengthen relationships, personally and professionally. Several of our team have shared similar experiences of personal growth. Relationships are the core of what we do and who we are, so that outcome is priceless."*— Nicole Harrison, President & CEO

Our journey toward lived inclusion will continue. Staff concluded our focused time with Dr. Her by identifying priorities for the agency to address in the future. Our next steps will continue to involve all team members in creating an environment of acceptance and belonging.

572

households accessed free tax filing from the Volunteer Income Tax Assistance program

Community 2000 Joins CAP

Family Crisis Center marks 45 years of service

2023 marked **45 years of service through our Family Crisis Center (FCC) programs.** Our dedicated staff continue to provide free and confidential client-centered advocacy to individuals and families impacted by interpersonal violence. Last year, the FCC expanded advocacy activities in collaboration with ASTOP to specifically provide **sexual assault victim services in Waushara County.** Staff also provide the Spanish-speaking community of Waushara County with bilingual and bicultural advocacy services.

993

individuals received support and advocacy services through the Family Crisis Center

Extending Mental Health Support in Rural Communities

Improving Access to Child Care

Leaders in our Early Childhood Department partnered with local businesses, economic experts, government officials, and those in the child care industry to seek a solution to Portage County's shortage of available child care. This coalition received a $75,000 grant from the **Dream Up!** Child Care Supply-Building program through the Wisconsin Department of Children and Families. The award allowed for the creation of a **professional development plan that provides training and resources to help childcare providers retain staff.** Future activities will include a market analysis of community needs and support for new providers as the coalition continues their work to increase child care opportunities.

436

children & their parents received services through Head Start and Early Head Start

Increasing the Nursing Workforce

21

graduates of the Skills Enhancement Program increased their average annual earnings by more than $30,200

CAP joined other community action agencies around the state to launch the **Nursing Skills program** in late 2022 to address a workforce shortage. Modeled after CAP's Skills Enhancement Program, this program expands program eligibility and support for individuals pursuing training for an occupation as a Certified Nursing Assistant, Medical Assistant, Licensed Practical Nurse, or Registered Nurse.

In 2023, the program **served 24 individuals** and celebrated its first two program completers! These individuals **increased their annual wages by an average of $41,500** while also meeting a critical community need in the healthcare sector.

Enhancing Safety and Energy Efficiency

CAP's Weatherization program helps renters and homeowners to **improve the health, safety, and energy efficiency of their homes.** Our partners at the Wisconsin Home Energy Assistance Program (WHEAP) identify income-qualified households for utility assistance and make referrals to CAP so residents can reduce their energy costs in the long-term.

This collaboration led Kathy, a resident of Marquette County, to CAP's Weatherization program in 2023. Our team was able to replace dangerous and outdated knob-and-tube wiring, tune up her furnace to run more efficiently, provide insulation in the walls and attic, install two new bath fans, and replace her old light bulbs with new LED lights. These updates saved Kathy approximately **$500 a year** in utility costs.

500

households received rent and mortgage assistance totaling more than $2.3 million

Expanding Options for Affordable Housing

CAP Services convened municipal, educational, and nonprofit partners in a work group to **learn about and explore opportunities to create a Community Land Trust in Central Wisconsin.** Community land trusts (CLTs) provide perpetually affordable homeownership opportunities to people with lower incomes. In this model, the CLT owns the land and provides a long-term lease to the resident who owns the house or unit.

There are over 300 CLTs for housing in the United States, including four in Wisconsin. **The group plans to establish a standalone nonprofit CLT in 2024.**

119

individuals participated in poverty simulation activities

Some names or other identifying characteristics may be changed to protect privacy.

2023 Board of Directors

CAP gratefully acknowledges the members who served all or part of 2023:

Marquette
Alan Gibeaut
Kathy Jo Locke
Al Rosenthal
Damaris Thome
Mary Walters

Outagamie
Jennifer Dorn
Dan Gabrielson
Kelly Kohl
Sara Sickels

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Waupaca
Stacey Donovan
Dawn Dounar
Sandi Moore
Kevin Will

Waushara
Jody Jansen
Cindy Jarvis
Patrick King
Robert Wedell

CAP Services is an equal opportunity employer and service provider.

14 small business received grants totaling $69,000

17 full-time jobs were created by 12 new businesses

28 consumers received credit repair & credit building loans worth $93,382

CAfP Community Assets for People

Milestones

39 households obtained auto loans valued at $256,756

36 businesses accessed micro business loans totaling $756,162

2,105 hours of technical assistance leveraged by 120 entrepreneurs

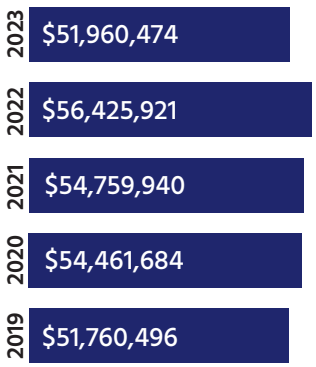
CAP Services created Community Assets for People, LLC (CAfP) as its lending arm in 1991, recognizing that improved access to personal and business capital could address economic distress in the region. Our revolving loan funds support business creation and growth, offer auto and homeownership opportunities, and provide pathways to build or repair credit.

In 2023, CAfP received a Credit Builders Alliance loan of $50,000 to launch the new **Immigrant & Refugee loan program.** This program will provide loans of up to $2,500 for individuals born outside of the United States and now making their home in Central Wisconsin. With no origination fee, low interest rates, and flexible loan terms, **this is a great option for newcomers to receive funding for moving expenses, citizenship fees, and much more!**

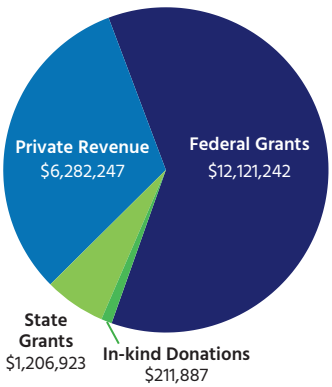
2023 Operations & Financials

CAP Services maintained its program service and staffing levels in 2023, managing $19,822,299 in operating funds with assets of $51,960,474—consisting primarily of housing units, commercial and office space, and our loan portfolio.

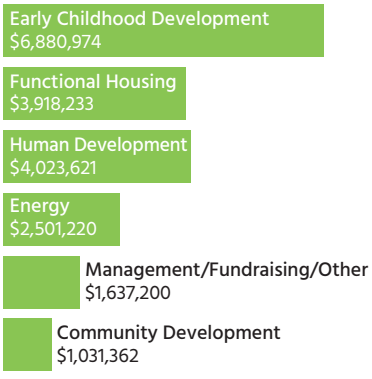
Total Assets



Funding Sources



Expenditures



Financial data presented is unaudited.

THANK YOU to our 2023 generous supporters

Gifts of $50,000+

National Exchange Bank Foundation
Otto Bremer Trust
Timothy J. Copps Foundation
United Way Fox Cities
United Way of Portage County

Gifts of $25,000+

Basic Needs Giving Partnership
Community Foundation of Central Wisconsin
Connexus Credit Union
Freedom, Inc.
J.J. Keller Foundation, Inc.
The Boldt Family Fund
The Victor & Christine Anthony Family Foundation

Gifts of $10,000+

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Waupaca County

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Gifts of $100+

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Wild Rose Presbyterian Church
William & Hollis Collar

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USDA - Rural Business Enterprise Grant Program (RBEG)
USDA - Rural Microentrepreneur Assistance Program (RMAP)
US Small Business Administration - Microloan Program
US Treasury - CDFI Fund
Wisconsin Council of Churches

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