

COULEECAP  
ANNUAL REPORT

2016

**Couleecap**  
your local community *action* program

COULEECAP.ORG

## OUR MISSION

COULEECAP FIGHTS POVERTY AND PROMOTES SELF-SUFFICIENCY, ECONOMIC DEVELOPMENT, AND SOCIAL JUSTICE. WE ARE **PEOPLE HELPING PEOPLE**, AND EVERYDAY OUR **ACTIONS** MAKE A DIFFERENCE IN THE LIVES OF PEOPLE AND FAMILIES THROUGHOUT THE COULEE REGION.

## OUR VISION

COULEECAP MAKES A DIFFERENCE IN THE LIVES OF PEOPLE IN THE COULEE REGION. TO DO THIS, WE PLEDGE TO:

- EMPOWER PEOPLE TO ACHIEVE THEIR FULL POTENTIAL;
- PROMOTE SOCIAL AND ECONOMIC JUSTICE;
- SERVE AS A CATALYST FOR CHANGE; AND
- STRENGTHEN FAMILIES AND COMMUNITIES.

# 2016

## FINAL THANKS

2016 was another excellent year for Couleecap. As I approach my retirement in July, this is my last opportunity to express in our annual report my heartfelt thanks for your support of Couleecap services and programs. We help families in so many ways with housing, nutrition, transportation, substance abuse prevention, job creation and economic development. We could not do it without you.

I have been fortunate to be employed by Couleecap for thirty-nine years, and as the Director for thirty-one. Right from the start, Couleecap's and my personal mission were a great match. We are committed to helping others and fulfilling our nation's promise of equal opportunity for all. This work has always been interesting, challenging, and inspiring.

I look forward to how exciting it will be for Couleecap to have a new Executive Director, new leadership, and new energy to lead the agency towards its future. The new Director will be fortunate in three ways. First, they will work for a knowledgeable Board of Directors that cares deeply about local communities, families, and the agency. Second, they will work with an excellent staff that is widely recognized for its dedication, competence and compassion. Third, they will have many friends, including you, to help them create the future.

Thank you once again for the support that you have given the agency while I was at the helm. I look forward to following the wonderful future successes of Couleecap.

*Grace E. Jones*



GRACE JONES, COULEECAP EXECUTIVE DIRECTOR

## LOCAL LEADERSHIP



27,477  
people, or 13,949  
households, benefi-  
ted from the valuable  
services of Couleecap  
supported programs.



JOHN YOUNG, BOARD CHAIR

I am happy to report that Couleecap had another great year of providing services to our local communities and families in 2016. I have been a part of Couleecap since 1970, when I first joined the Board. Every three years we conduct a needs assessment of area families, and we use these results to develop our strategic and programmatic plans. The agency has grown and evolved over the last five decades, revising its focus based on family and community needs. But our mission has remained constant. We are dedicated to helping families achieve self-sufficiency, community and economic development, and social justice.

We are 'People Helping People' with an emphasis on being local, with a Board made up of local people, employing local staff, and providing services that are planned and delivered locally. Our Board members and employees care deeply about our local communities. I enjoy being the Board Chairman of this valuable and well run organization.

The year before us is full of new challenges at every level. Will our country maintain its commitment to the safety net? Will low income people be assisted while they struggle to make ends meet and create a better future for their families? I hope the answer to these questions is "Yes." We believe in helping our fellow citizens in their time of need, and always have.

Couleecap's Board and staff believe in the agency's mission, vision, and values. Our passion for making a difference in our community shows in all we do.

Couleecap is fortunate to have a dedicated Board of Directors who cares deeply about their community and the issues which affect it. The 24-member Board of Directors is comprised of eight low-income representatives, eight County Board representatives, and eight members representing private groups and organizations.

Couleecap  
Board of Directors

- |                       |                         |
|-----------------------|-------------------------|
| Ellen Barum           | Celesta Leis, Secretary |
| Rick Blasing          | Karen Long              |
| Bob Brague            | Barbara Martinez        |
| Theresa Burns-Gilbert | Joe McDonald            |
| Karen Dahl            | Gail Muller             |
| Maureen Freedland     | Bill Rudy, Vice Chair   |
| Mari Freiberg         | Jane Schaaf             |
| Beth Hartung          | Gary Thompson           |
| Terry Hicks           | Albert Wee              |
| Karen Joos            | Katie Westerman         |
| Larry Kelley          | John Young, Chair       |
| Monica Kruse          |                         |



\$6,545,045  
was expensed by  
Couleecap to provide  
services to our  
communities.

55,747  
hours were  
volunteered to  
Couleecap supported  
programs by  
community residents.

191  
community  
partnerships were  
established and  
maintained between  
Couleecap and other  
entities.

# HOMELESSNESS



128  
homeless households  
received supportive  
housing, case  
management, and  
supportive services.

100  
homeless people  
received case  
management and  
motel vouchers,  
emergency rental  
assistance and  
transitional housing.

40  
homeless households  
received Social  
Security application  
and case management  
assistance.

Couleecap's homeless programs help homeless families by providing a continuum of housing options from homeless prevention to transitional housing to permanent housing for individuals with disabilities. Couleecap's many homeless programs make us a leader on the issue of resolving homelessness.



*"My life has improved greatly through assistance from Couleecap. I went from living out of my vehicle, staying on couches and living at a halfway house, to an apartment of my own."*  
-Couleecap participant

Many homes in Couleecap's service area are older and in need of improvement. Older homes with deferred maintenance offer a variety of problems.

Owner-occupied Home Rehabilitation Programs help low- and moderate-income homeowners rehabilitate their homes. Rehabilitation makes the home safe, sanitary, energy efficient, and preserves our local housing stock.



88 households received housing rehabilitation assistance.

29 households received down-payment and home purchase funds to purchase homes.

533 people received housing counseling.

"My roof was very bad and I didn't know how I was going to replace it so in reality you saved my home with this program - thank you!"  
-Couleecap participant

## EMERGENCY ASSISTANCE



134 households received emergency utility bill payment assistance.

32 households received housing counseling and eviction prevention assistance.

6,623 people purchased affordable clothing and miscellaneous household items at the Bargain Boutique thrift store.

Couleecap offers programs that help individuals and families in need of emergency utility payment assistance, food, clothing, and more.

Couleecap's Bargain Boutique clothing center offers shoppers quality clothing and household goods while shoppers support the emergency food pantry and other Couleecap programs.



"Thank you for all that you have done - so, so, so, grateful."  
-Couleecap participant



Couleecap operates The Emergency Food Assistance Program (TEFAP) and provides food to pantries, meal sites, and shelters. Couleecap acts as an Emergency Food Organization handling the distribution of TEFAP food to eleven pantries in the four county area. Couleecap also operates food pantries in Sparta and Prairie du Chien.



1,830,606  
pounds of food  
were collected and  
distributed in  
partnership with local  
TEFAP supported food  
pantries.

15,156  
people received  
emergency food  
assistance through  
TEFAP supported food  
pantries.

“Without this [food] I don't  
know how we would've  
been able to get through  
the past few months.”  
-Couleecap participant

## HOME WEATHERIZATION



229  
homes are warmer  
and more comfortable  
from home  
weatherization.

241  
households received  
emergency furnace  
repair or replacement.

Home weatherization services differ with each home depending on how it was built and its condition. Some common weatherization services include:

- Insulate attics, walls and floors
- Insulate or replace water heater
- Install energy efficient lighting
- Reduce air leakage
- Repair or replace furnace
- Test and/or replace refrigerator
- Perform a general health and safety inspection
- Provide information about maintenance and energy conservation



"I am very grateful for all your help. Me and my family now have heat in our house. I can't thank you enough."  
-Couleecap participant

## TRANSPORTATION



Transportation costs are the second largest household expense after housing. For many families, a reliable vehicle can be the determining factor in keeping a job or accessing more favorable employment.

Couleecap's Work-N-Wheels program provides zero interest auto loans to qualified low-income households. Participants must be currently employed and need a personal vehicle to get to and from their place of employment. Participants must agree to participate in Wisconsin Rideshare when possible.



15 households received new loans to purchase vehicles for work.

11,640 rides provided for clients to get to work.

This project is funded in part by the Federal Transit Administration (FTA) as authorized under 49 U.S.C. Sect. 5316 Job Access Reverse Commute (CFDA 20.516)

**"If it wasn't for this program, I would have lost my job! I am very thankful!"**  
**-Couleecap participant**

## EDUCATION



24  
people were assisted  
with education and  
training to improve  
earnings.

Coulecap's Skills Enhancement Program is a workforce development program. Low-wage earners who are working at least 20 hours per week, and interested in obtaining further education or training, may qualify for assistance designed to fill the gaps not covered by student loans or other programs.



"My education is progressing very well. Coulecap helped me get my education started and I have been inspired to continue my education at Viterbo - 4 year college."  
-Coulecap participant

The Job and Business Development (JBD) and Micro-enterprise Development programs help aspiring business owners turn their business idea into a reality. We can help with developing a strong business model, writing a business plan, learning necessary business skills, and more.



115  
people received  
business development  
assistance and services.

4  
businesses were  
created.

“Overall, I am forever grateful to the Couleecap program and its workers for helping me get my life back on track and believe in my dreams again.”  
-Couleecap participant

## PREVENTION



3 medication take back days were held in collaboration with law enforcement and health care partners in Monroe County; 1,370 pounds of medication were collected at those take back days.

47 alcohol compliance checks were conducted in collaboration with law enforcement in Monroe County.

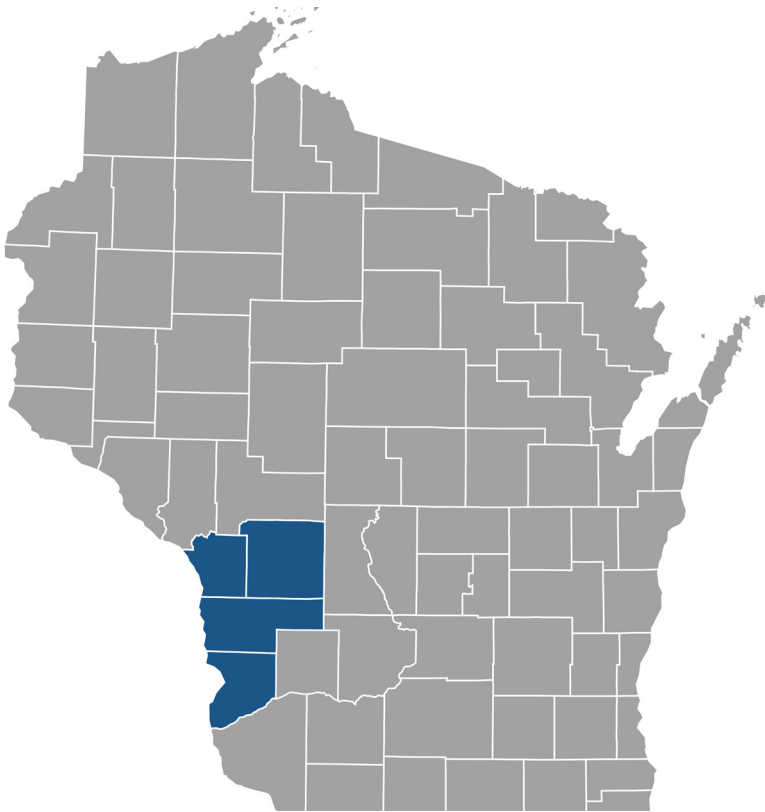
Couleecap and the Monroe County Safe Community Coalition (MCSCC) partner with the community to reduce and prevent alcohol, tobacco, and drug use, enhance traffic safety, and promote healthy choices.



“You all did an excellent job and we are very thankful for your kindness.”

-Couleecap participant

Sponsored by the Office of National Drug Control Policy/Substance Abuse and Mental Health Services Administration's Drug Free Communities grant through the Monroe County Safe Community Coalition, in partnership with Couleecap.



\$116,221.91 was donated to Couleecap through People Helping People Initiative efforts.



43 households were assisted through the People Helping People Initiative's Client Needs Fund.



12 people enrolled in the individual development account program.



31 affordable rental housing units were maintained and housed 36 families for a total of 96 people.

# FINANCIAL REPORT (UNAUDITED)

## Consolidated Statement of Financial Position December 31, 2016

### Assets:

Cash	\$	700,854
Cash - Restricted for HRA	\$	271,620
Investments	\$	40,460
Grants Receivable	\$	903,483
Other Receivables	\$	710,859
Weatherization Materials	\$	167,794
Prepaid Expenses	\$	77,246
Restricted Reserves	\$	19,147
Deferred/Revolving Loans Receivable	\$	7,409,374
Other Assets	\$	32,531
Assets Held for Resale	\$	281,243
Property and Equipment, Net	\$	2,857,043
<b>Total Assets</b>	<b>\$</b>	<b>13,471,654</b>

### Liabilities:

Accounts Payable	\$	512,726
Accrued Expenses	\$	242,916
Refundable Advances	\$	621,409
Mortgage Payable	\$	3,052,142
Construction Loans Payable	\$	214,736
Line of Credit	\$	-
Deferred/Revolving Loans Refundable	\$	7,931,422
<b>Total Liabilities</b>	<b>\$</b>	<b>12,575,351</b>

### Net Assets:

Restricted	\$	52,863
Unrestricted	\$	843,440
<b>Total Net Assets</b>	<b>\$</b>	<b>896,303</b>

<b>Total Liabilities and Net Assets</b>	<b>\$</b>	<b>13,471,654</b>
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# THANK YOU TO OUR MANY FUNDERS

## Consolidated Statement of Activities Year Ended December 31, 2016

### Revenue:

Grant Revenue	\$	5,788,022
Program Service Revenue	\$	307,568
Rents	\$	247,679
Interest	\$	8,363
Contributions	\$	148,940
Gain on Assets Held for Resale	\$	-
Other Revenue	\$	81,628
<b>Total Revenue</b>	<b>\$</b>	<b>6,582,200</b>

### Expenses:

Specific Assistance to Individuals	\$	2,777,954
Personnel	\$	2,822,180
Professional Fees	\$	120,874
Supplies	\$	91,798
Telephone	\$	49,040
Postage and Shipping	\$	14,237
Occupancy	\$	86,356
Printing and Publications	\$	24,759
Travel	\$	73,598
Other Expenses	\$	586,934
<b>Total Expenses</b>	<b>\$</b>	<b>6,647,730</b>

Change in Net Assets	\$	(65,530)
Net Assets - December 31, 2015	\$	961,833
<b>Net Assets - December 31, 2016</b>	<b>\$</b>	<b>896,303</b>

## DONORS - THANK YOU!

FOR THE YEAR ENDING DECEMBER 31, 2016

### **\$100,00+**

Otto Bremer Trust

### **\$20,000+**

Flowers Family Foundation

Robert & Eleanor Franke Charitable Foundation, Inc.

Marine Credit Union Foundation

### **\$10,000+**

Century Foods International

### **\$5,000+**

George and Elizabeth Kruck

Wells Fargo Foundation

### **\$2,000+**

A Grateful Community Member

Dr. James and Ann DeLine

David and Kathryn Thompson

Green Bay Packers Foundation

Peoples State Bank

Women's Fund of Greater La Crosse

Wal-Mart

### **United Way Agencies**

Great Rivers United Way

Prairie du Chien Area United Way



Great Rivers United Way

### **Thank you to our 236 other generous donors**

Every contribution is important to us, and your continued support makes our work possible. Regrettably, space limitations force us to confine the donor listing to donations of \$2,000 or more.

Couleecap makes every effort to ensure accuracy. Please contact Couleecap at 608.424.2532 with any errors or omissions.

## YOUR SUPPORT MAKES A DIFFERENCE

"I was destitute and now I'm not. This program **saved** us! Thank you all **so** much!"

-Couleecap participant



"My family can make it through the month for food."

-Couleecap participant



"Not homeless anymore. Happy to have my own space out of the cold."

-Couleecap participant



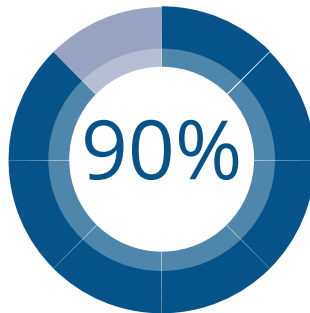
"[We are] able to eat between paydays."

-Couleecap participant



"It got us out of the shelter."

-Couleecap participant



90% OF ALL CONTRIBUTIONS GO DIRECTLY  
TO SERVING THE NEEDS OF OUR CLIENTS.

# Couleecap

your local community *action* program

## **CRAWFORD COUNTY OFFICE**

200 E. BLACKHAWK AVENUE  
PRAIRIE DU CHIEN, WI 53821  
PHONE: 608.326.2463  
FAX: 608.326.2464

## **MONROE COUNTY OFFICE**

217 N. BLACK RIVER STREET  
SPARTA, WI 54656  
PHONE: 608.269.5021  
FAX: 608.269.1918

## **LA CROSSE COUNTY OFFICE**

700 N. 3RD STREET, STE 202B  
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PHONE: 608.782.4877  
FAX: 608.782.4822

## **CORPORATE OFFICE VERNON COUNTY OFFICE**

201 MELBY STREET  
WESTBY, WI 54667  
PHONE: 608.634.3104  
FAX: 608.634.3134  
TOLL FREE: 1.866.904.4508

COULEECAP IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER.  
AUXILIARY AIDS AND SERVICES AVAILABLE UPON REQUEST.



A UNITED WAY MEMBER AGENCY