

# Action IS OUR MIDDLE NAME

## Couleecap Covid-19 Response

When COVID-19 threatened our community, Couleecap immediately responded. As your local community action agency, we have mobilized resources for our neighbors for over 50 years. Here is a summary of our work during the first six weeks of the Safer-at-Home Order:



### Deliver Food to People in Need

*Action*

Expand food pantry hours to five days a week and add home delivery services.

*Result*

Our pantries gave food to 1,727 people - 21% of them were new visitors. We delivered food to more than 250 people who are low-income, elderly, or home-bound with disabilities.



### Provide Financial Assistance to People in Need

*Action*

Provide bill pay assistance to people who lost employment or income. Pay for rent/mortgage, utility bills, car payments, healthcare costs, and more.

*Result*

We distributed \$156,893.00 to 286 households that needed to pay bills while they waited for other assistance.



### Save Small Business

*Action*

Give financial assistance to small businesses who have suffered economic injury as a result of forced closure or reduced operations.

*Result*

We issued \$66,521.00 in grants and 0% interest loans to small businesses.



### Support the Most Vulnerable

*Action*

Ensure our clients in supportive housing programs receive critical services they rely on and do not suffer from isolation.

*Result*

Case Managers delivered regular hot meals, groceries, personal hygiene products, cleaning supplies, and thermometers to 43 housing clients, ensuring they received support, care, and comfort throughout the crisis.



This is only the beginning. We will not stop until our community has recovered.  
Find us on Facebook @couleecap to follow our community response.

# YOUR SUPPORT IS KEY TO HELPING OUR COMMUNITY

It's times like this that reveal our strength as a community -when we are reminded of the power of local collaboration and the impact we have when working together.

When COVID-19 created food, housing, and income insecurity in our region, we responded. By the time the Safer-at-Home Order went into effect on March 24, Couleecap was already in action. By that time, we had extended the days and hours our food pantries were open and had begun home delivery to those who could not, or should not, leave their homes. By March 27, we were offering fast and flexible payments through our new Financial Assistance Program. These payments continue to help people pay bills until unemployment or other assistance comes through. Before March was over, we also began delivering 0% interest loans to help small businesses survive the crisis. Soon after, we started to provide grants to small businesses as well.

Our quick, and continued, response has been a lifeline for many in our community. I spoke to a woman in late April who makes less than \$14,000 a year as a home health aide. She had been laid off from her job but could not get through to the unemployment office. And even though she had filed her taxes in February, she had yet to receive her stimulus money. She confided in me that she didn't know what she was going to do because she had no money. With programs already in place to help, Couleecap was able to pay for her rent and other monthly expenses and also provide her with food from our food pantry. She was relieved

because she knew she would be okay until her benefits arrived or she could go back to work, which is what she said she preferred.

Every day, people in similar situations call our offices. They are scared because they find themselves suddenly and unexpectedly unemployed. They are unsure how to get benefits or when those benefits will come. But when they call, we know that we can provide that lifeline because of your support - our local collaborators. Without community, there is no action, and none of what I mentioned here would have been possible without you.

With your continued support, we will respond to changing needs. As I write this, we are establishing new programs to prevent foreclosures and evictions, connect people to work, aid businesses in economic recovery, increase the reach of our food programs, and help the most vulnerable families in our society.

So, thank you, again, for your support. We are proud to serve as your local Community Action Agency and value the trust you have in us.



Hetti Brown  
Couleecap Executive Director

