

Giving People a Chance is Everyone's RESPONSIBILITY

**“They gave us a chance
no one else gave us.”
-Amanda**



**“Isn't it our responsibility
to do what we can to
help everyone have the
basics of a home.”
-Karen**

When Karen met Amanda's family at the apartment showing, she had a great feeling about them. They were genuine and sincere. She knew they had been evicted and were homeless and living in a motel for the past 3 months. Karen knew that they were in a precarious financial situation. As a small landlord with just 16 units, the family's financial difficulty could affect Karen and her husband's finances. Karen knew nearly a quarter of their tenants were struggling financially. Still, something about the family made her want to give them a chance.

“Isn't it our responsibility to do what we can to help everyone have the basics of a home?” Karen

When the pandemic caused businesses to close, Amanda's husband's hours became uncertain. They were never sure what his paycheck was going to be. “We felt so bad when his checks were starting to get smaller. We felt so guilty; these people took us in,” Amanda says. But at least he was still employed and they were honest with Karen about the financial difficulties they were facing. Again, Karen wanted to help. She offered to let the family pay rent twice a month instead of one large payment. But she wasn't finished. She had heard of the Couleecap COVID financial assistance programs. She was certain that if anyone could qualify, it would be Amanda's family. Karen reached out to Amanda with the information and told her to contact them.

On the day of her appointment with the Couleecap case manager, Amanda's phone was disconnected. “It was my lowest point. I remember thinking, ‘I can't even do the appointment I need to do to get the help I need,’” Amanda remembered. “I contacted my older son to come over with his phone, and we were able to complete the call, but it was frustrating to find barrier after barrier.” And the rent wasn't the only expense Amanda and her family were struggling with. Their car had recently broken down and had to be towed to a repair shop—more unforeseen expenses on their already tenuous monthly income.

For those living on the edge of poverty, what others consider small inconveniences can become enormous obstacles. One missed phone payment can snowball, and your phone is disconnected. You have no access to the assistance you so desperately need. A major car repair can lead to no way to get to work, more missed hours, and even small paychecks.

When word came that Couleecap's financial assistance programs could help the family pay rent, phone bill, and car repair bill, it was emotional. Amanda, Karen, and the Couleecap case manager had tears in their eyes. “They helped with so many things. It was like the weight of the world was lifted. It changed our lives,” Amanda says.

Couleecap programs, such as our COVID Financial Assistance Programs, serve thousands of people in the Coulee Region each year. These programs are possible because of the financial support we receive from donors like you. Your support has given Amanda the assistance she and her family so desperately needed.

Couleecap
your local community *action* program



A United Way member agency

A equal opportunity employer and service provider.
Auxiliary aids and services available upon request.

Our Mission

Couleecap fights poverty and promotes self-sufficiency, economic development, and social justice. We are **People Helping People**, and every day our actions make a difference in the lives of people and families throughout the Coulee Region.