

Help that ensures people feel kindness, dignity, and respect at all times

Our work is personal for our employees and for our participants. Programs like home weatherization require our Energy Services staff to make multiple visits from the first audit of the home, to complete the work, and a final inspection. Having strangers in your home can cause great anxiety and we work to make the process as simple and positive as possible. Stories like this reflect the impact of that work.

The home weatherization program can seem too good to be true. So, when an energy services client got the call that they qualified for the program and an energy audit, they weren't sure what to think.

"I was a little skeptical. I had just lost my spouse, so I called my brother-in-law and told them 'These people called me, and I don't really know what I should do.'"

My brother-in-law encouraged me to call Couleecap back. I scheduled the first inspection, but when the time came, I met the man at the door.

"You can't come in here and condemn my house!' I said. He smiled a little at me and told me, 'That's not what I'm here for,' and he came in, sat with me and talked me through everything." Working with our participants to answer their questions and to make sure they understand the process is an important piece of developing trust in Couleecap and in the program.

The client shared that when their spouse passed, they felt lost. "To know that I could feel so safe and comfortable when they were here working, even though they didn't know my story, it was a rainbow in the storm. Everyone who came to work, stepped over the messes, dealt with the dogs, they talked to the kids, they were so friendly and professional. I never had to worry about anything. Sometimes, when you work with programs you can be made to feel different, and with Couleecap, I never felt that."

Excellence through service is a pillar of the work we do at Couleecap. Ensuring that we are working to support our neighbors with kindness and dignity remains at the forefront of our minds as we go through our day.



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- Couleecap Energy Services Participant

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.