

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.



\$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.

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 | |

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. Couleecap helped me get my education started and I have been inspired to continue my education at Viterbo - 4 year college."
-Couleecap 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.

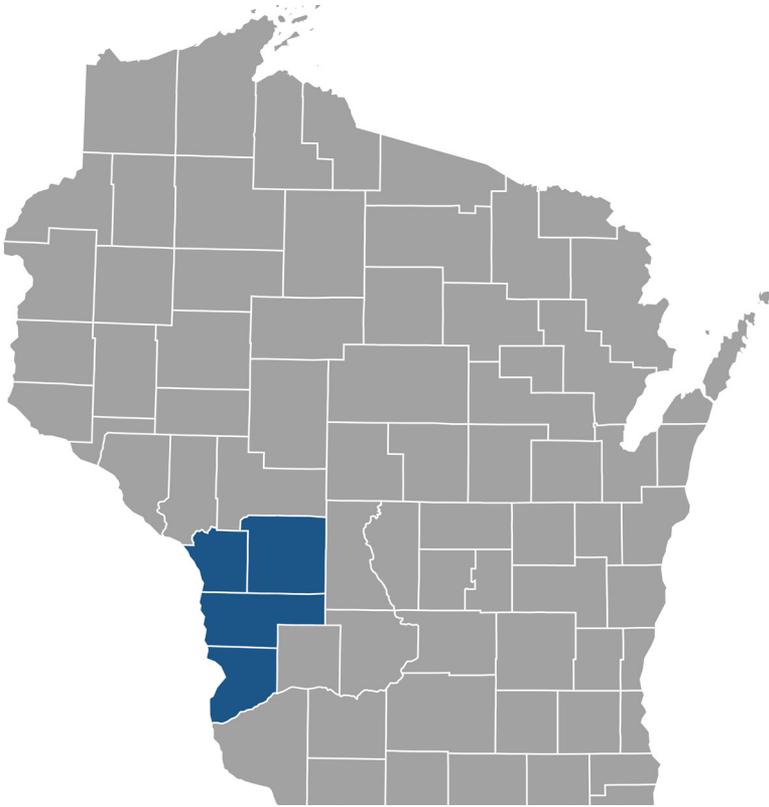
Couleecap and the Monroe County Safe Community Coalition (MCSCC) partner with the community to reduce and prevent alcohol, tobacco, and drug use, enhance traffic safety, and promote healthy choices.



“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
Total Assets	\$	13,471,654

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
Total Liabilities	\$	12,575,351

Net Assets:

Restricted	\$	52,863
Unrestricted	\$	843,440
Total Net Assets	\$	896,303

Total Liabilities and Net Assets	\$	13,471,654
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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
Total Revenue	\$	6,582,200

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
Total Expenses	\$	6,647,730

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

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



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

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LA CROSSE COUNTY OFFICE

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CORPORATE OFFICE VERNON COUNTY OFFICE

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



A UNITED WAY MEMBER AGENCY