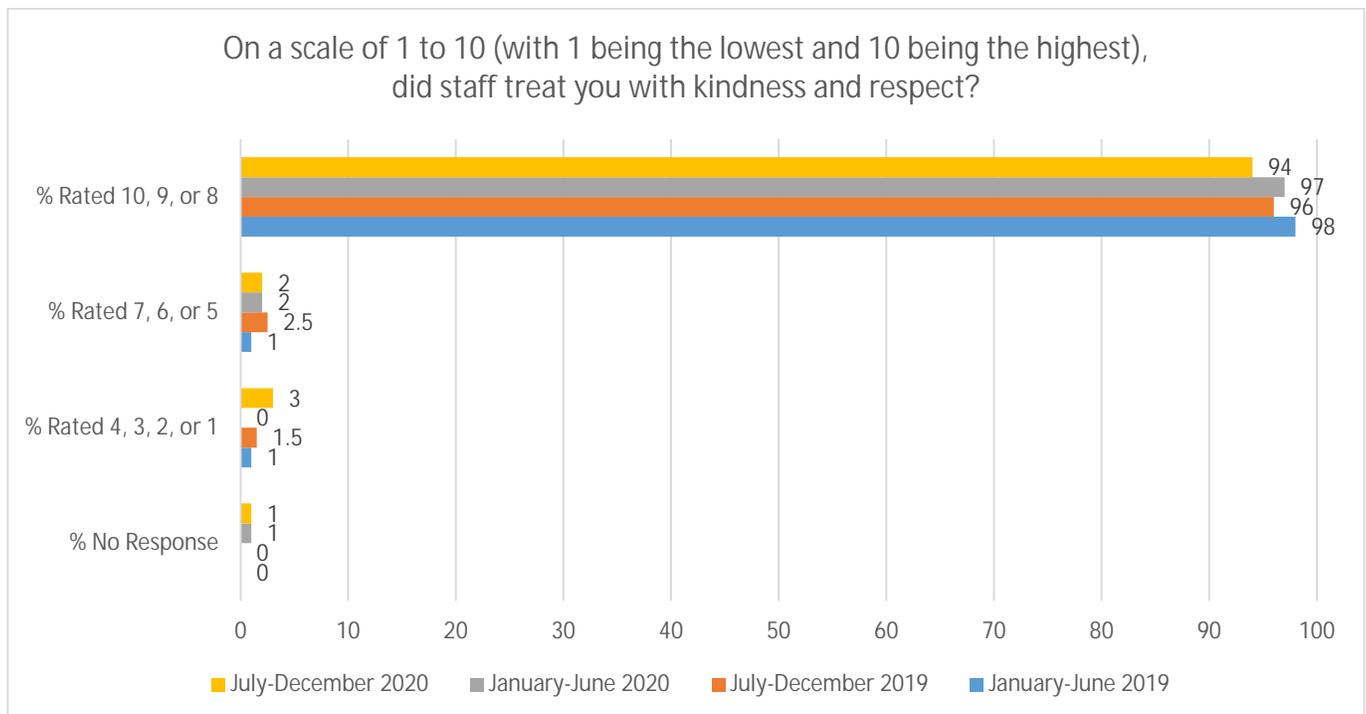
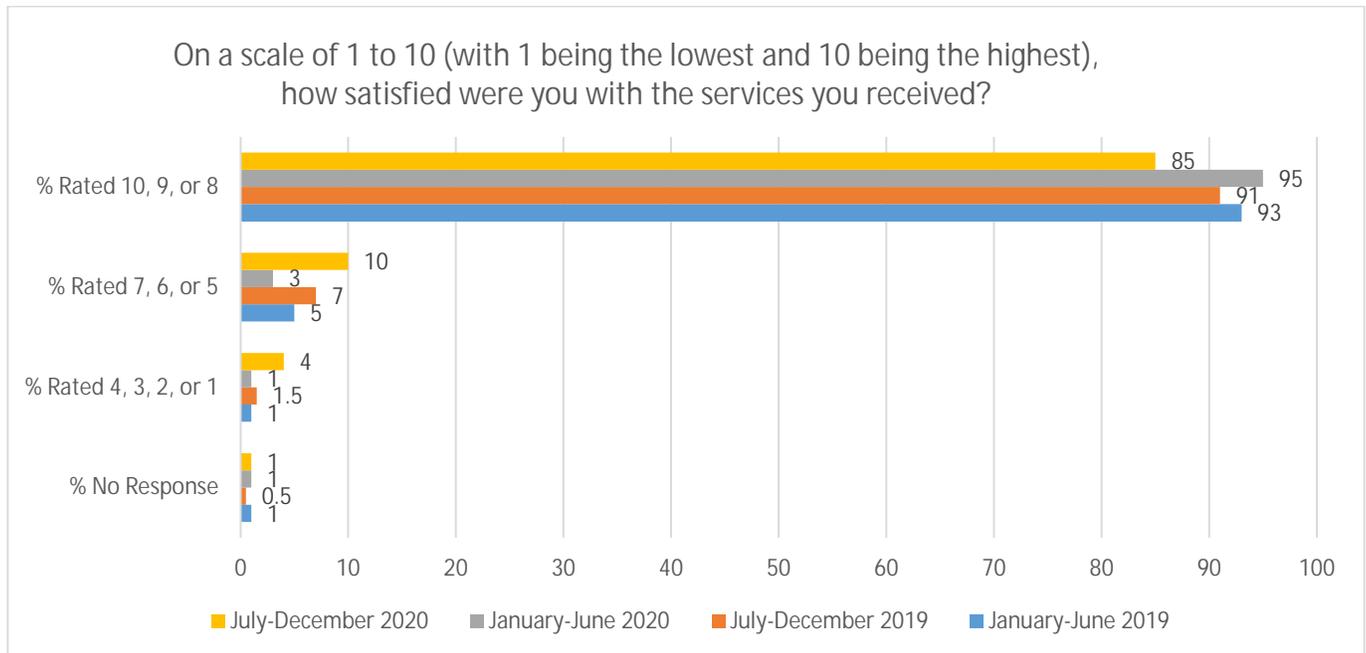


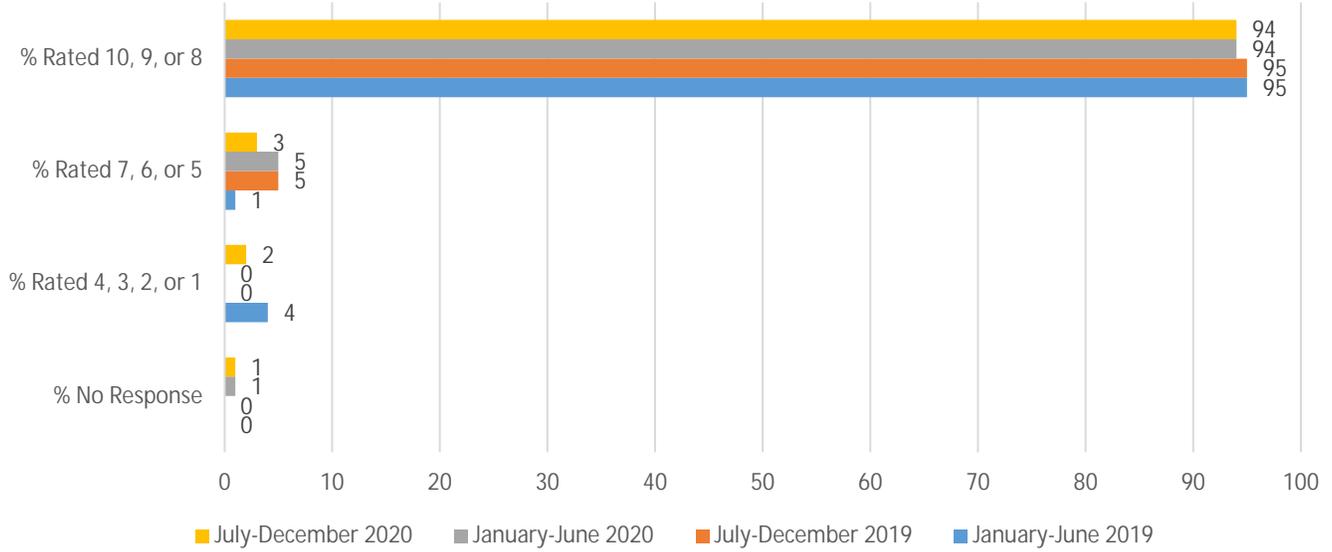


**Agency-Wide
Program Satisfaction Survey Results
July – December 2020 (283 respondents), with
January – June 2020 (102 respondents),
July – December 2019 (382 respondents), and
January – June 2019 (101 respondents)
included for comparison**

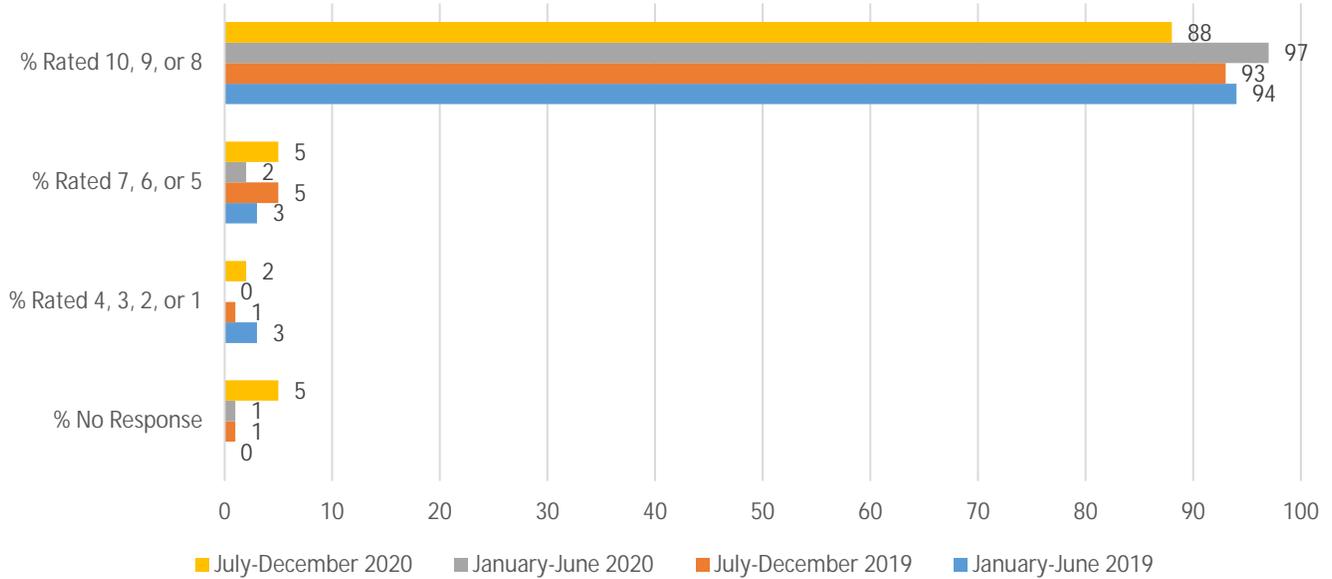
Couleecap provides various services in Crawford, La Crosse, Monroe, and Vernon counties. Once a year, or when the assistance provided is complete, program participants are asked (but not required) to complete a satisfaction survey. Below is a summary of the results from January 2019-December 2020:



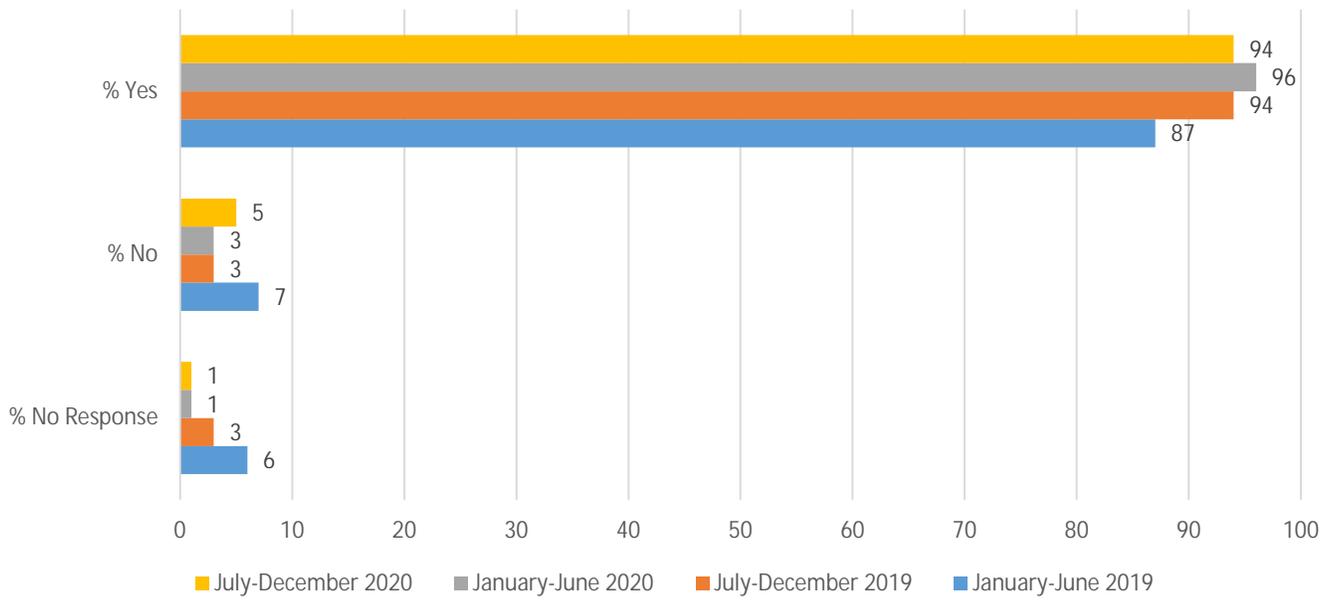
On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
did staff respond to you in a timely and professional manner?



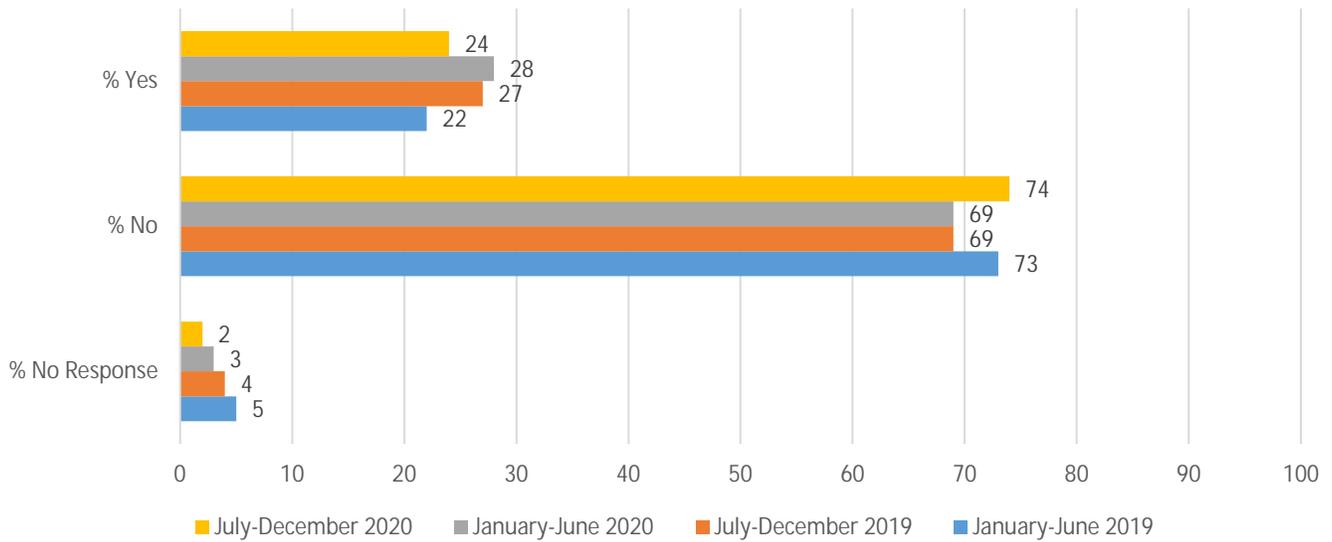
On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
how likely are you to recommend this program to others?



Has your life been improved through this program?



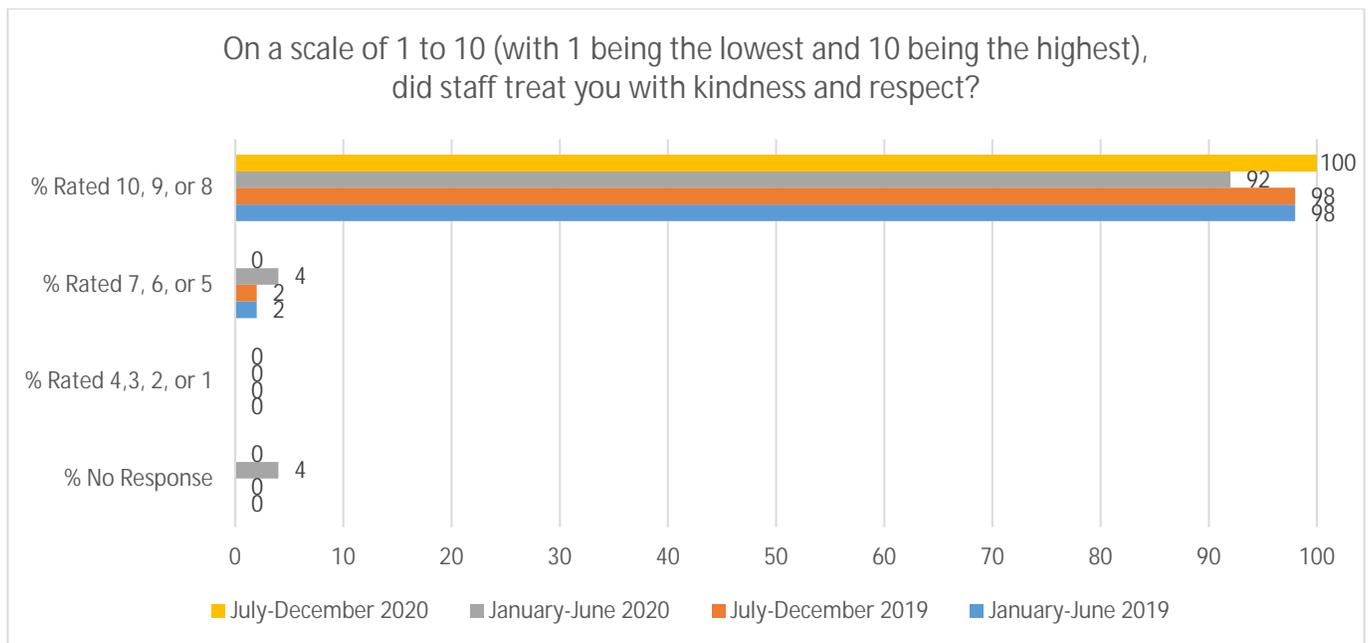
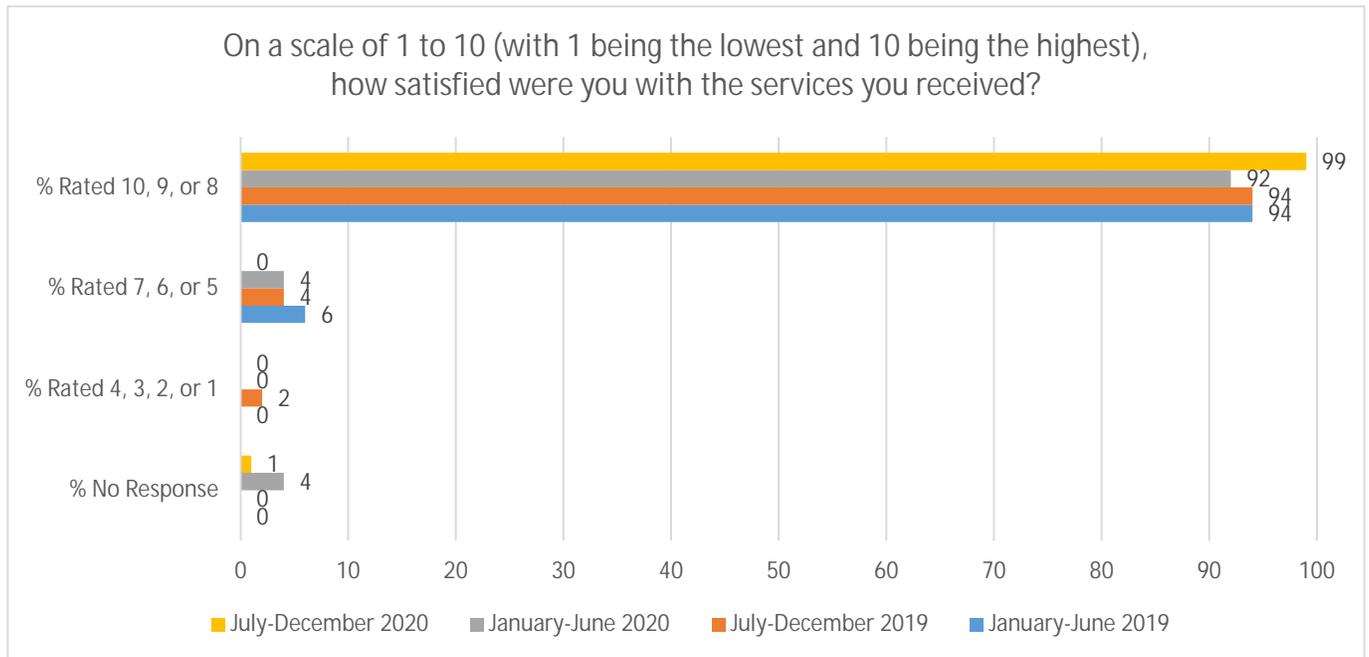
Have you used other Couleecap programs?



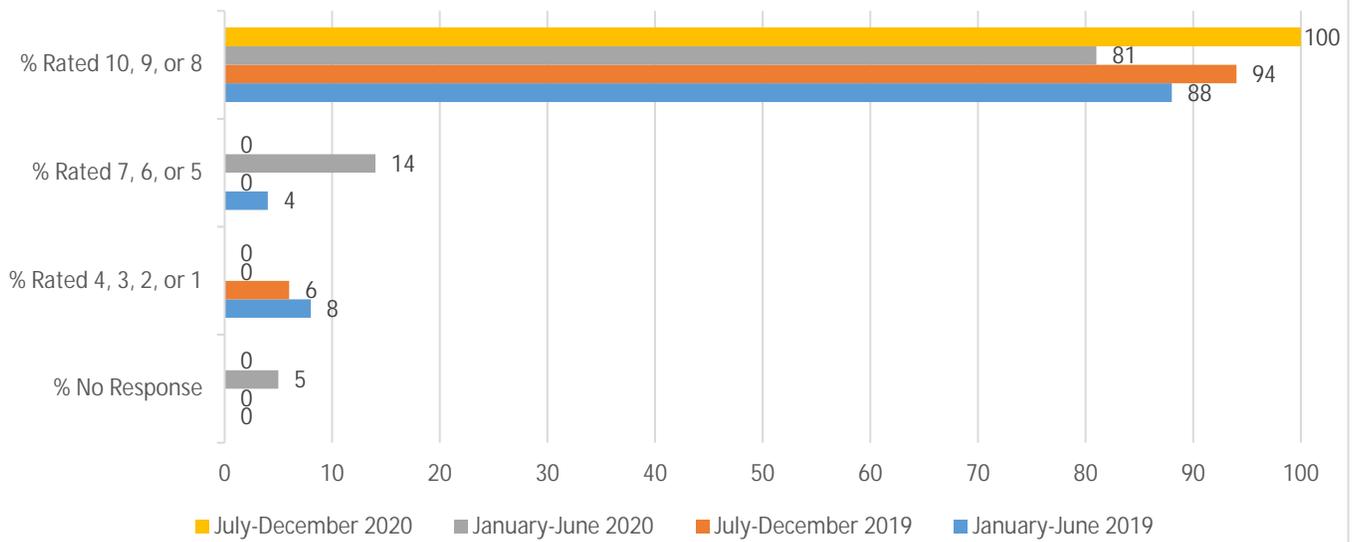


**Community Development Department
Program Satisfaction Survey Results
July – December 2020 (74 respondents), with
January – June 2020 (27 respondents),
July – December 2019 (55 respondents), and
January – June 2019 (47 respondents)
included for comparison**

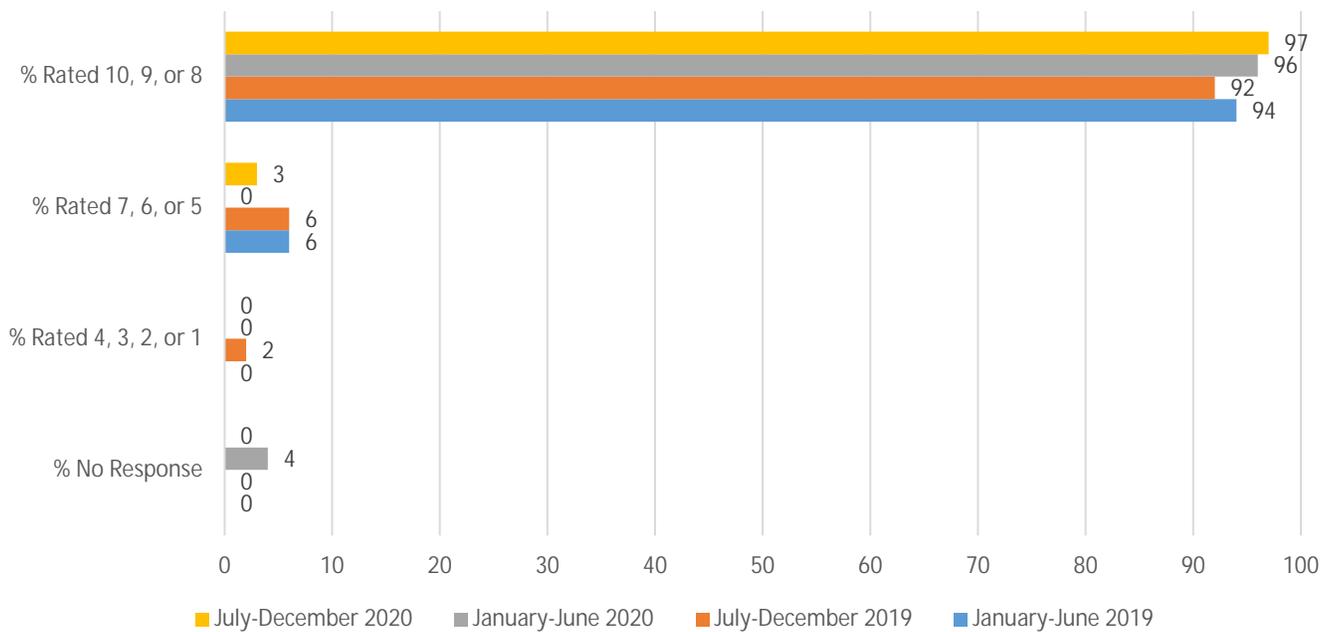
Couleecap’s Community Development Department provides services in the areas of home rehabilitation, home buying assistance/education classes, affordable rental housing, and economic development in Crawford, La Crosse, Monroe, and Vernon counties. Once a year, or when the assistance provided is complete, program participants are asked (but not required) to complete a satisfaction survey. The following is a summary of the results from surveys received from January 2019-December 2020:

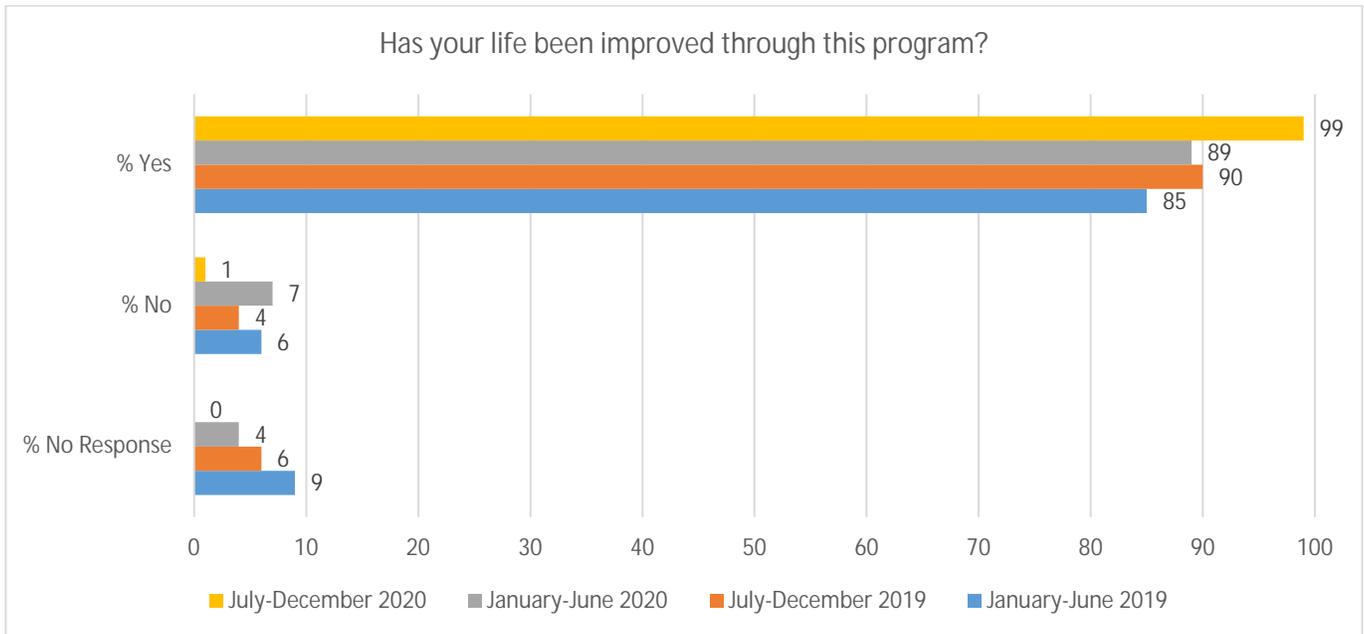


On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
did staff respond to you in a timely and professional manner?



On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
how likely are you to recommend this program to others?

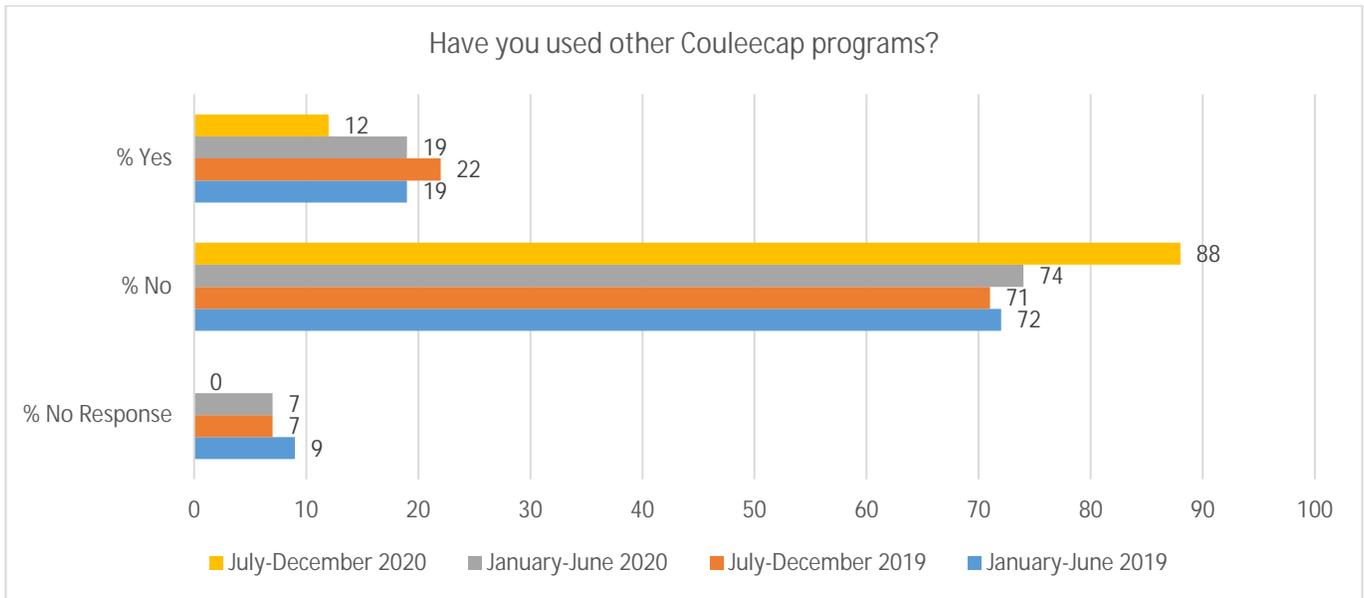




Please explain: (comments are from July-December 2020 survey respondents)

1. Strengthened my business knowledge.
2. Had I not re-oriented to a COVID-first medical office, I would have failed. The re-orientation helped make me successful.
3. I have more confidence and encouraged to keep doing what I have been doing. It was a learning experience to analyze my business and found that I am pretty unique.
4. Peace of mind that we have taken one more step to recovering from the pandemic.
5. I feel I have a new clarity about my business and better tools along with operating instructions for those tools. Things that I knew that were true for business in general I learned also applied to me. What a concept. I feel a new sense of connection to other striving business owners in my area and know I can count on them for wise council.
6. This loan helped me through a critical time for my business. Being able to quickly and easily take out a loan helped me pay vendors, rent, and other expenses to keep the business going. The ease of the process (minimal paperwork) was so appreciated at a time when my anxiety was very high.
7. Helped to provide needed focus on moving my business forward.
8. Got me to rethink my processes, organize my time better and helped with ideas to increase business.
9. Helped me because we had no paycheck for 15 weeks.
10. It helped during a difficult and stressful time.
11. The loan we received paid some of our monthly payment expenses when COVID was causing business losses.
12. It will help us pay for the installation of our brand new state-of-the-art bi-polar ionization filtration system.
13. Another option to drive revenues.
14. This program helped us meet vital expenses to stay open and continue offering creative services to our community during a time of extraordinary need.
15. We were able to reopen, offer two new employees positions, and get inventory.
16. After months of no income, paying bills/utilities, this was the assistance and motivation we needed.
17. Able to remain in business due to the help from this grant.
18. We were able to invest in our business development and in turn find relief from cash flow stress.
19. COVID 19 has had a significant impact on my business. I was scared I would lose my retail location after forced closed until I received this grant to assist.

20. We've been able to gain access to funds that will help our business grow.
21. My mental state has been relieved of the stress and frustration due to the financial state of my business.
22. The funds are helping pull the organization through the prolonged shutdown of business operations.
23. It kept my business going through the pandemic.
24. We are able to keep employees working for a few months while we get through the pandemic.
25. I was able to use this to start my business.
26. Helped out tremendously during pandemic.
27. I was out of work for 8 weeks, so it has helped me get back to work. PPE such as masks, thermometer, and more sanitizing supplies that I needed to restart my business.
28. With the loss of over half of our student body, we would be in the hole right now if it wasn't for the grant. It will be a challenge for a while, yet it seems.
29. We are incredibly grateful for the support from local organizations to help us continue to grow our business. We are as motivated as ever to make our business succeed so we can someday give back to the community in the same way that we've been supported through challenging times.
30. Reliable and dependable water system.
31. I have a better understanding of the homebuying process.
32. It's nice to have a basic understanding of the process instead of jumping into it blindly.
33. Knowing how to make credit better.
34. Well, I look forward to starting the process after this is completed.
35. Starting to get the ball rolling on the home buying process.
36. Gave me more confidence.
37. Feel more knowledgeable about buying a home and confident.
38. I took some finance and business classes in college and this is like cramming a whole semester of home buying in one course. Lots of useful and helpful information but incredibly helpful, very thorough. I would take this class again just as a refresher course if I could.
39. I feel more confident in what I am doing now.
40. I learned information I was not aware of or informed of.
41. Gave me some insights on the home buying process.
42. I know what to look for when buying a home.
43. More knowledgeable in proceeding with the home buying process.
44. Good information I didn't know.
45. I have a better understanding on affording a home.
46. Just worried.
47. A lot of insightful information. More confident.
48. I now know more about the home-buying process.
49. Info on credit and amounts available.
50. I become more aware of not spending money on the things I do not need.
51. This program made the difference on getting a home with an affordable monthly payment / loan.
52. I had no idea what to expect when buying a home and now I feel a little more at ease.
53. Learned valuable information to consider before actually purchasing home.
54. Learned things didn't know before about purchasing a home.
55. I feel more confident to start the process of homebuying.
56. I have a better understanding now of everything I need to finish up to complete my home buying.
57. Received additional knowledge of home buying that didn't already know.
58. Learned a lot of new information.



How can we improve the services you received? Feel free to use this question to share other comments/suggestions too. (comments are from July-December 2020 survey respondents)

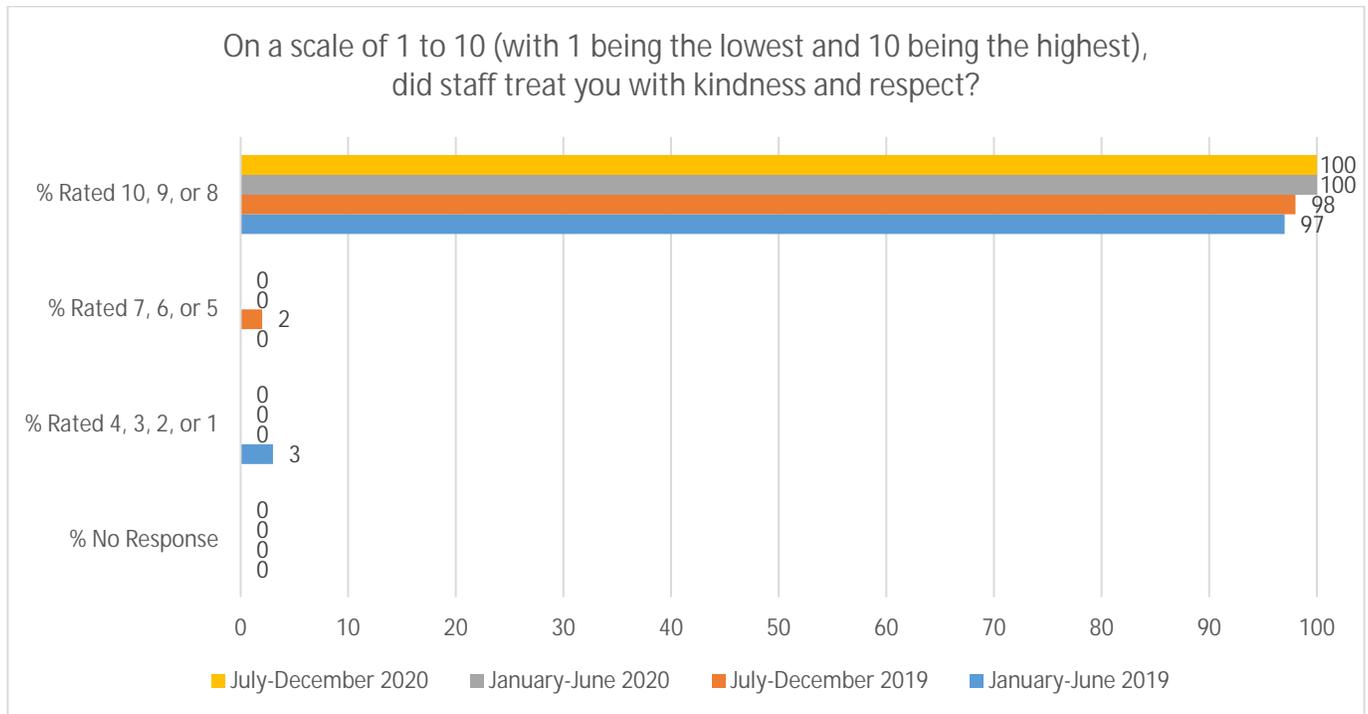
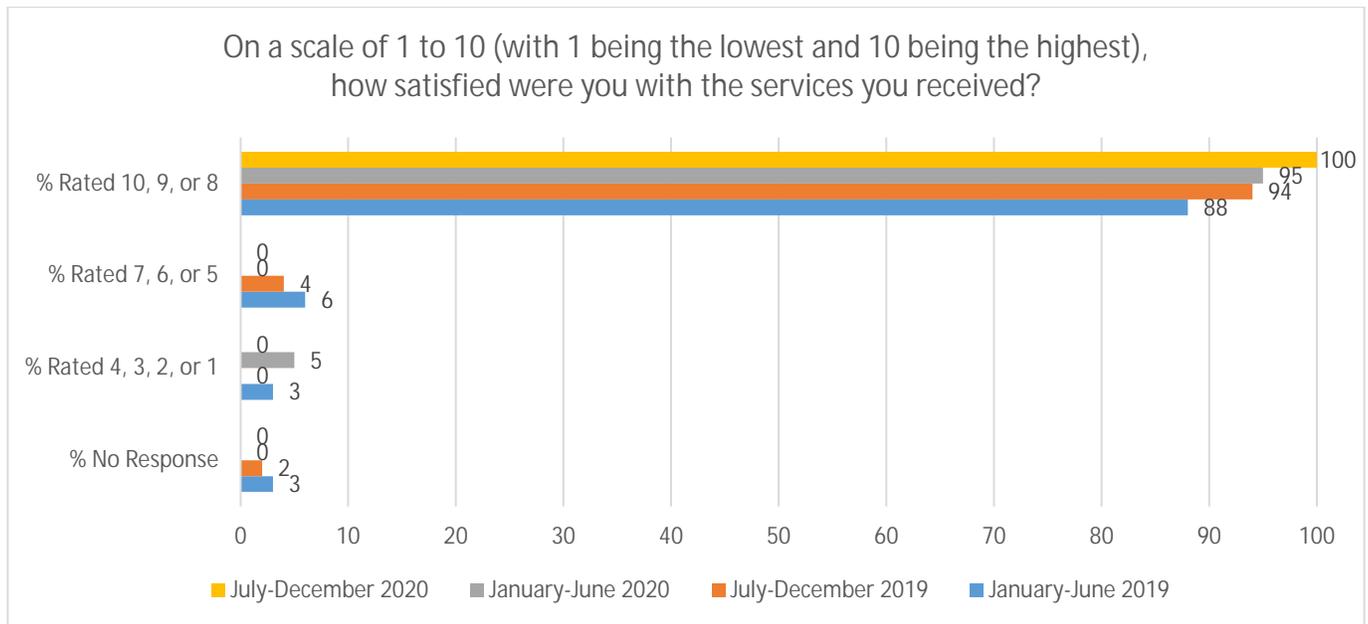
1. Not sure what to suggest. It was a very good experience. I had some questions that did not get answered, but I'll look to other sources. Thank you for offering this program!
2. More Zoom time! By opening the link 30-60 minutes early, group members would have a chance to interact before the actual program starts each week.
3. Jan, our group leader was always upbeat & fun. A great listener with smart insights.
4. I was limited to accessing the program through my mobile phone so some of the features of the program were harder to use or find. A more friendly platform for mobile phone use would be helpful.
5. I felt like I was treated fairly, professionally, and trusted to make the best decisions for my business.
6. Jan was excellent. The materials were solid, and I found many of them very useful. The focus on knowing your customer and their needs was especially strong along with understanding capacity and financial goals. The one area that I feel didn't work well was the assumption that my business was failing because of the pandemic. There should have been different entry points for creating a plan for moving forward. My business had stalled - not failed and I needed to adjust and pivot in a bit different direction while also planning for the future and how to get things growing again.
7. This was a very helpful program.
8. Amazing all around! I thank you so much!
9. It was a simple and easy process. Well worth every minute spent. Keep up the great work.
10. Getting the word out to other people to take advantage of the resources you offer.
11. It would be wonderful if more funds were available.
12. Just keep it going.
13. Allow funds to be used for operating expenses.
14. Looking forward to the recovery program that is coming in the future that was mentioned.
15. I am so grateful to have been a recipient of the grant and felt that it helped ease my mind of stress due to the current state of the state/country (economic problems). Thank you!
16. This was great! Thank you for bringing and offering this to the community.
17. They did an amazing job and made sure to connect with me after I got my grant. They gave me more information about other programs they offer but didn't push me to participate or made me feel guilty which I appreciated.
18. I feel you are and have done an outstanding job so far. Keep up the good work.
19. I'm very happy for the help, so far, I have been able to stay open.

20. The grant was very helpful for me. I wasn't sure about the amount to ask for, so I based my request on one month's bills. I was really happy to receive the grant, and I received the funds quickly and easily! Thank you very much.
21. We felt that the whole process was executed very well. The application was straight-forward, and the communication was great. We appreciate this program and all the work done by local organizations to support businesses like ours.
22. Service was good - as our project was done last year (May-19), it is hard to remember now if anything could have been different.
23. There was a lot of information in a short amount of time, it was sometimes hard to follow. It is helpful that the presentation went along with the book and that we have a copy of the book to reference. Thanks!
24. It would have been nice if the materials were emailed further in advance. It felt very last minute. I also think weekend classes should be offered so people (trying to save money for a house) don't have to take off from work. Lastly, I think there's too much in the section about housing ratio. A basic overview and an example would be nice, but it was too much to process after finding out the lender figures the numbers out for us anyway. Otherwise, I found the class very helpful and beneficial.
25. No improvements.
26. I think they did great.
27. Maybe slow down a little when doing the virtual learning? Speaking was fast paced.
28. I learned a lot of information - thank you.
29. The class was executed perfectly. No delays or technical errors. I absolutely enjoyed this course, and I will recommend anyone who is a first-time home buyer as well. There were equations I did not know how to search for online, but this class helped me connect the dots I needed. Thank you so much for helping me on the path to first time home buying!!!
30. You guys did great - thank you.
31. I don't really think anything. The only issue I saw was the emails before the class. It seemed like the times and dates were a bit messed up therefore, many might've been confused by it.
32. Other than the bad connection at the beginning of the class, it was a very good and informative class.
33. Spend a little more time on housing ratios and explain how and why they come into play, more so than just briefly talking about them.

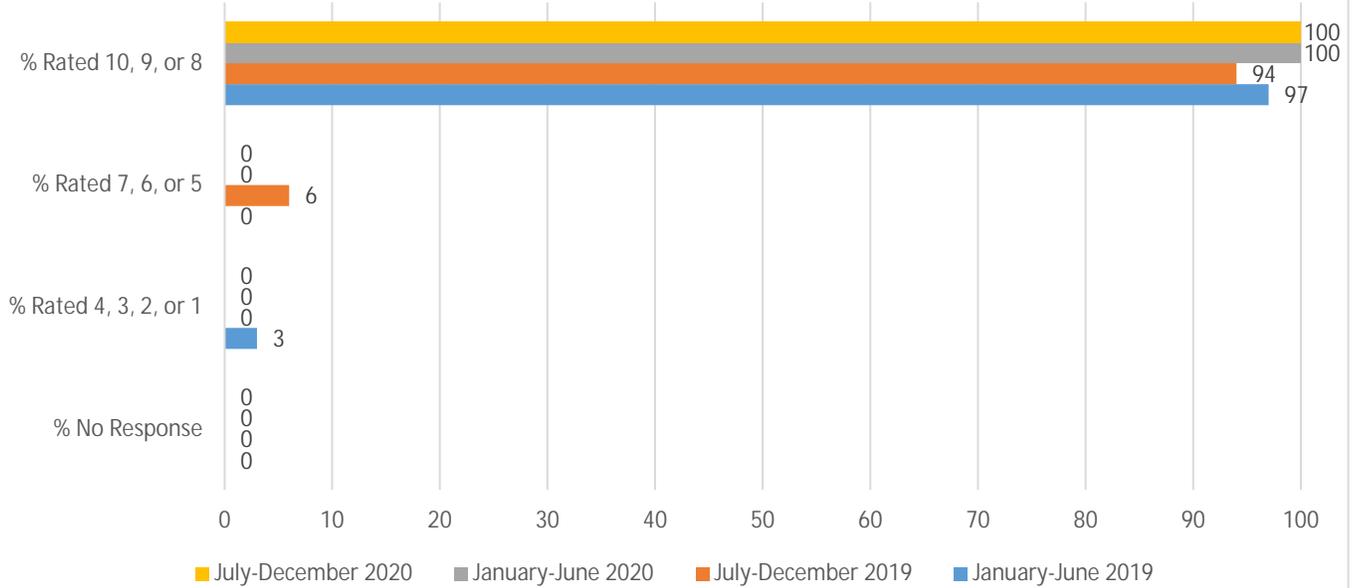


**Energy Services Department
Program Satisfaction Survey Results
July – December 2020 (33 respondents), with
January – June 2020 (21 respondents),
July – December 2019 (50 respondents), and
January – June 2019 (36 respondents)
included for comparison**

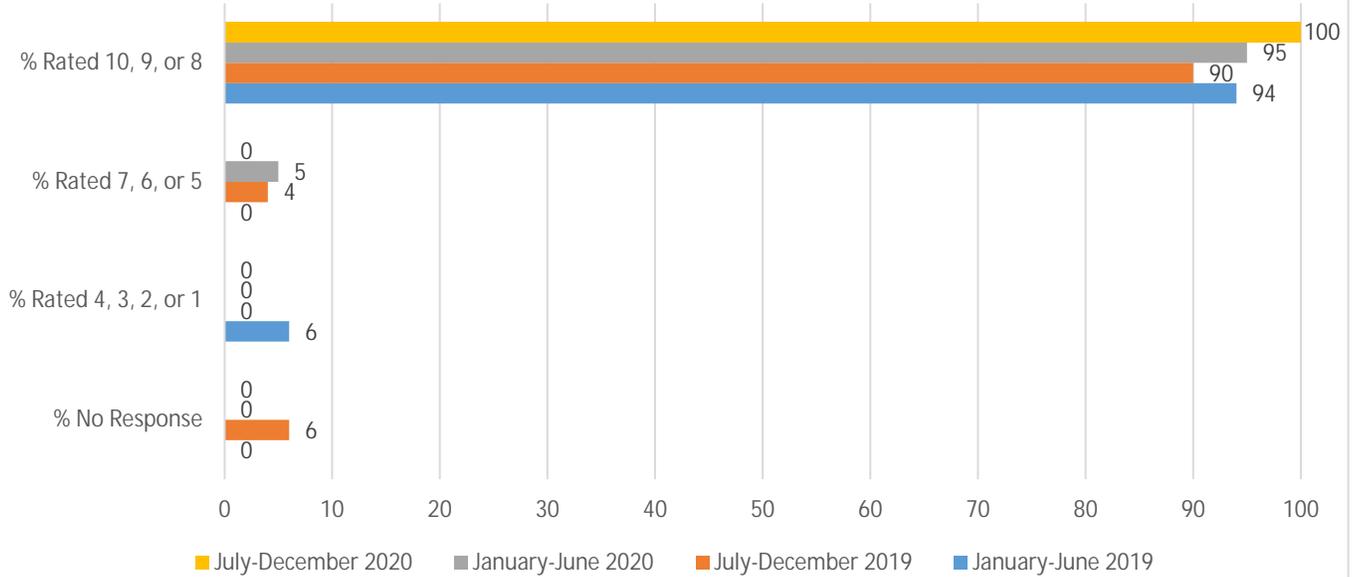
Couleecap’s Energy Services Department provides services in the areas of weatherization and furnace repair/replacement in Crawford, La Crosse, Monroe, and Vernon counties. When the assistance provided is complete, program participants are asked (but not required) to complete a satisfaction survey. The following is a summary of the results from surveys received from January 2019–December 2020:

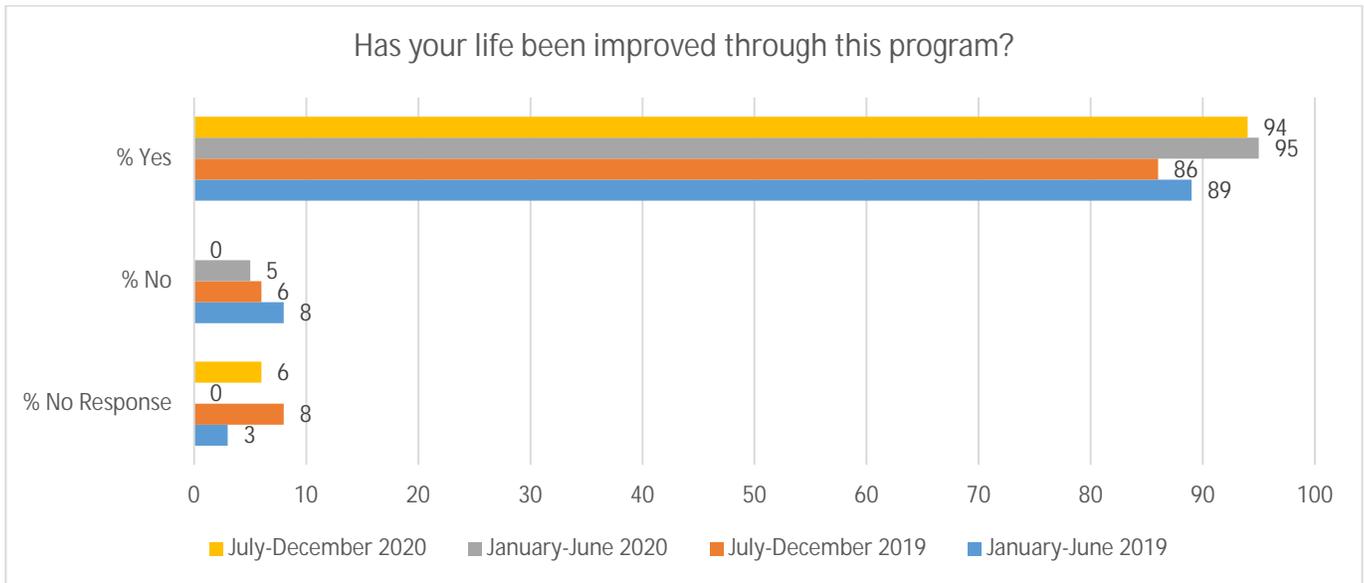


On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
did staff respond to you in a timely and professional manner?



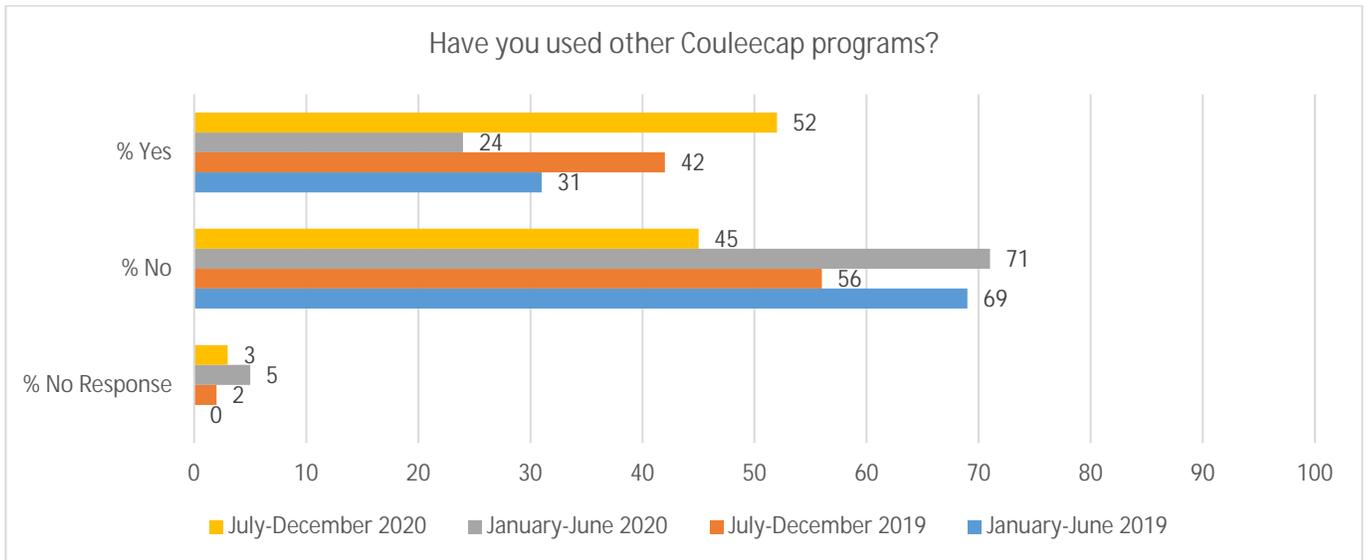
On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
how likely are you to recommend this program to others?





Please explain: (comments are from July-December 2020 survey respondents)

1. The new fridge is awesome.
2. Confident come this winter I will notice a big difference in comfort and a lower gas bill.
3. Knowing that I will be safe.
4. My energy bill has decreased.
5. Fuel bills are lower, home is warmer - no drafts!
6. It has helped with cutting my bills.
7. The help I have received is just wonderful and has saved me money that I didn't have. Thank you for all these services you provide.
8. Warmer rooms.
9. I have not received an electric bill since the service was completed. I am unsure of any difference at this time.
10. Helps with bills each month.
11. Yes, it will be improved. We had a moisture problem in bedrooms upstairs because of condensation in attic. The open floor attic insulation and closed floor attic insulation and knob & tube wiring done before the insulation will all make a difference in our heating & cooling.
12. Feel our home is up to code and better for insulation and ventilation purposes.
13. Gas furnace.
14. The comfort in the knowledge that our home is air-tight, and appliances are ok.
15. Saving energy with the installation of LED light bulbs, aerators on sink faucets, and water saving shower heads.
16. Knowing that the house has proper insulation now. The exhaust fan in the bathroom works now. Also having up to date smoke alarms and carbon alarms.



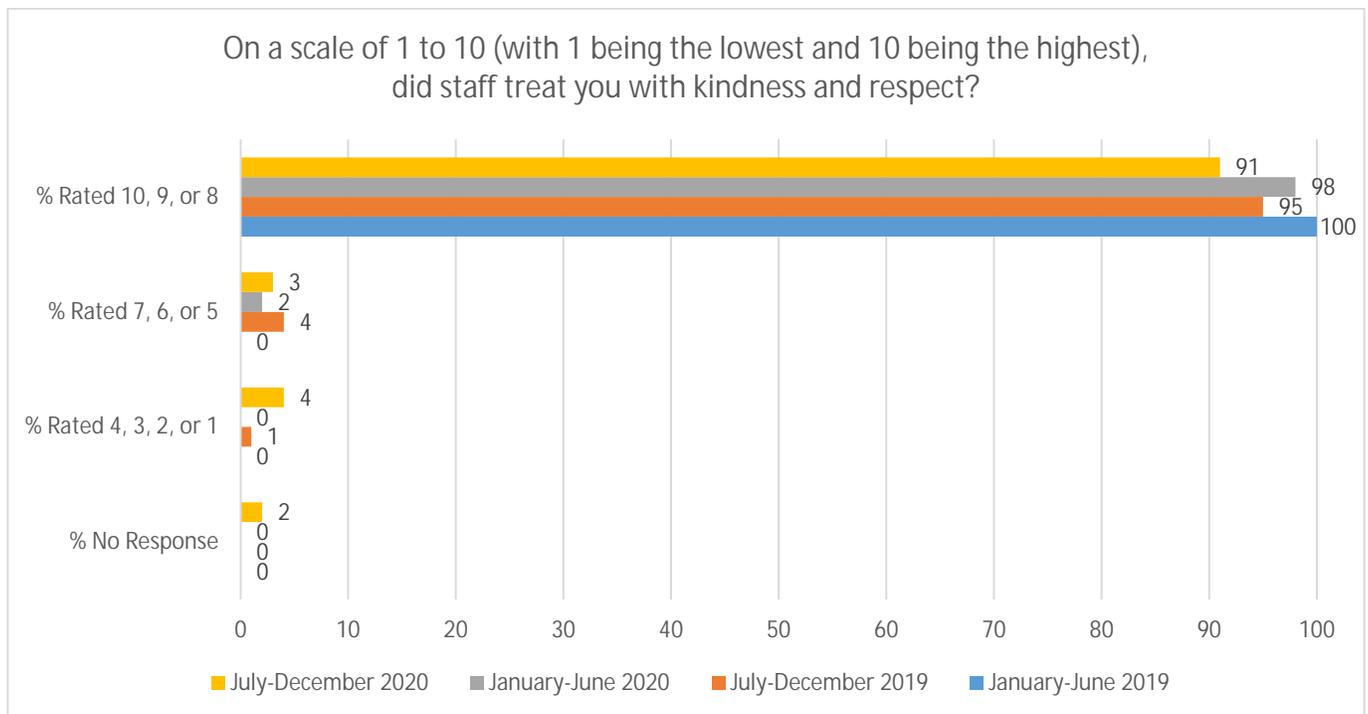
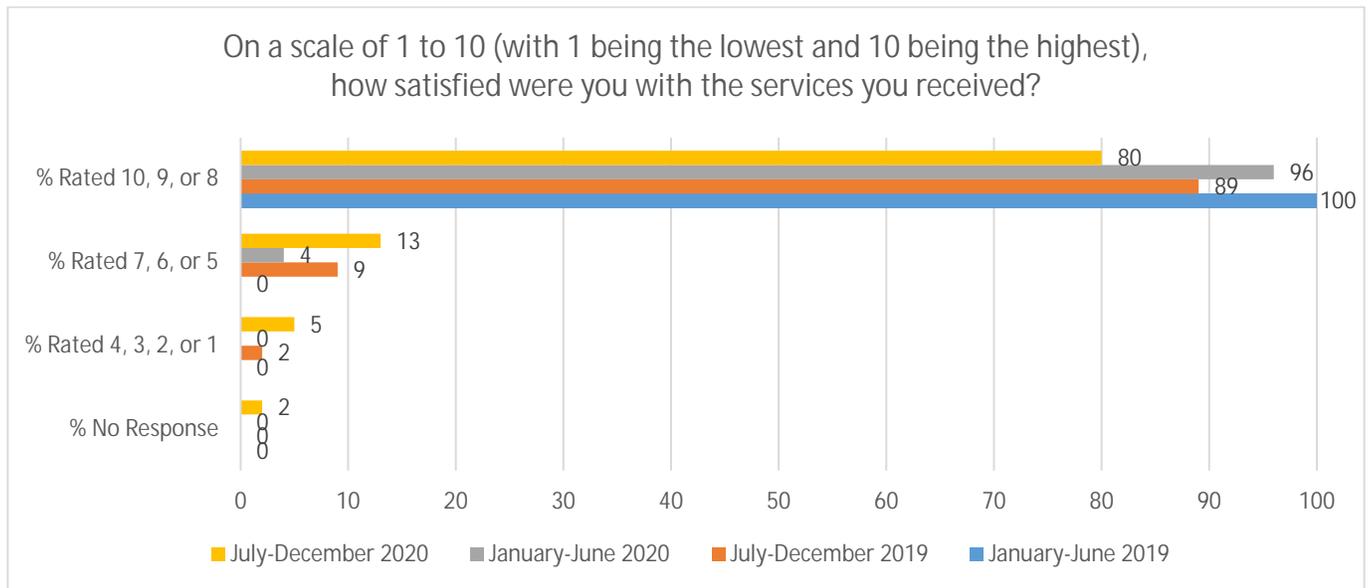
How can we improve the services you received? Feel free to use this question to share other comments/suggestions too. (comments are from July-December 2020 survey respondents)

1. Everyone was so nice and respected us.
2. Just keep doing as you are - you are doing a good job!
3. Just explain the waiting process.
4. Very friendly staff, prompt & thorough work, cleaned up after & respectful.
5. I see no need or room for improvement. Troy was really great and knowledgeable. I think he should be the next inspector.
6. Everything has been fine in the services I've received.
7. Due to major life-threatening illness, we lost almost everything (jobs, savings, etc.) Never thought we would need these services. The people we dealt with made this so much easier. Thank you so much.
8. Not sure how you can improve on what I feel is awesome!
9. Thank you for all you have done for me. :)
10. Very thankful to be able to stay in my house.
11. I need new windows, but I know they are expensive.
12. Maybe by replacing old windows & doors.
13. More funding for bigger staff. Very good staff for all the people you help.
14. You have really helped me out. I don't know what I would have done without your help. I want to thank you and everyone who delivered and put my refrigerator and water heater in place.
15. We think you did a very good job. We really appreciate the work that was done. Thank you.
16. It took a little longer than the original date that was set up, but that was due to the shutdown from COVID-19.
17. There isn't much I can say to improve your services - the workers are top notch. They do good work, are friendly, and inform you of what they are doing. They leave the worksite better than they found it. Thank you people for what you did for our family.

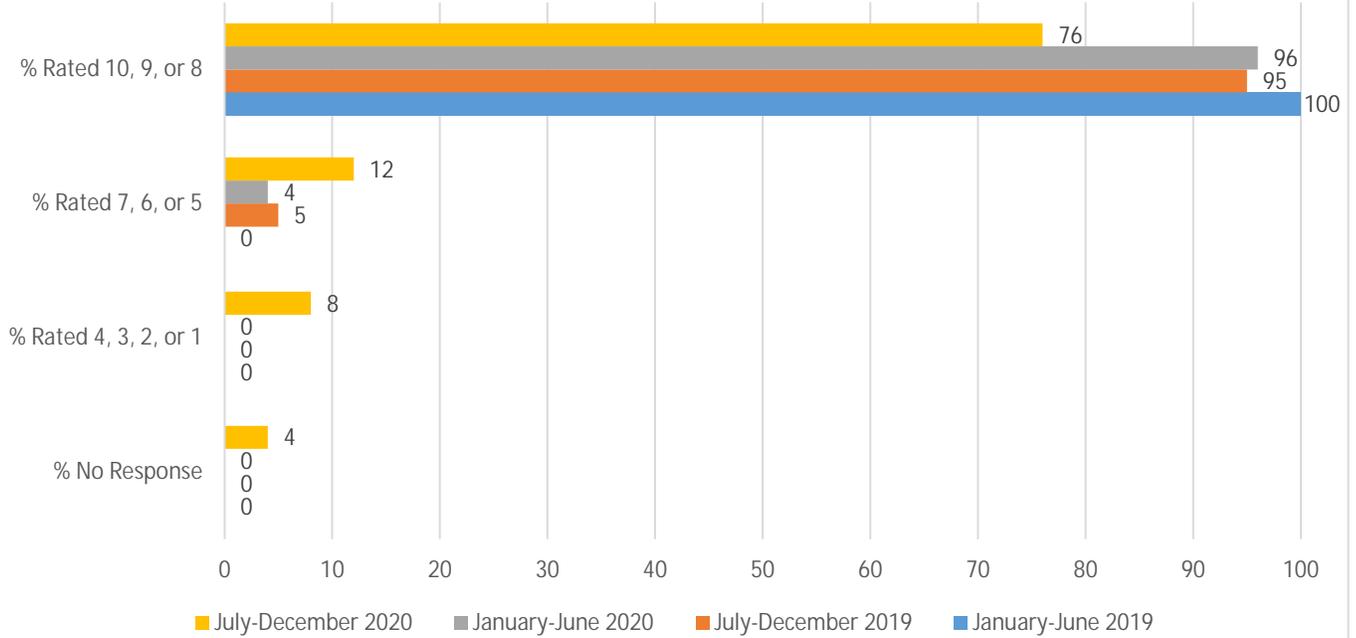


**Housing & Community Services Department
Program Satisfaction Survey Results
July – December 2020 (176 respondents), with
January – June 2020 (54 respondents),
July – December 2019 (277 respondents), and
January – June 2019 (18 respondents)
included for comparison**

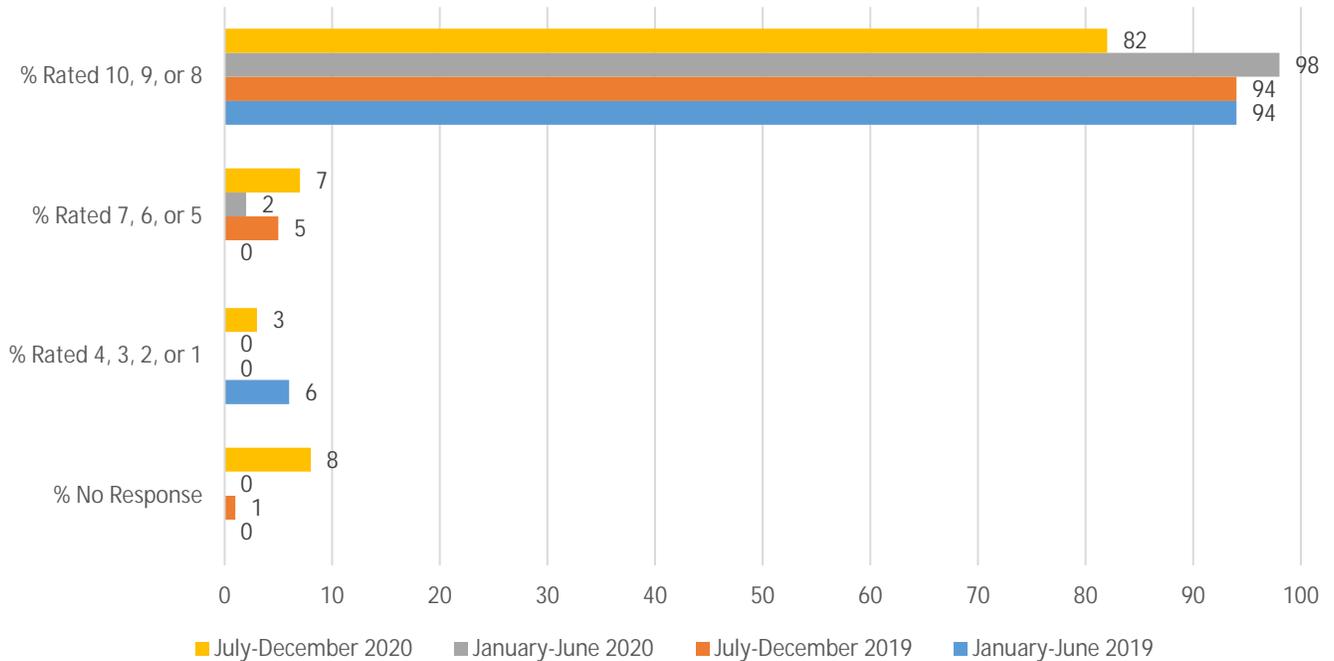
Couleecap’s Housing & Community Services Department provides services in the areas of homeless and homeless prevention, transportation, food, and COVID-19 related assistance in Crawford, La Crosse, Monroe, and Vernon counties. Once a year, or when program participants exit these programs, they are asked (but not required) to complete a satisfaction survey. The following is a summary of the results from surveys received from January 2019-December 2020:

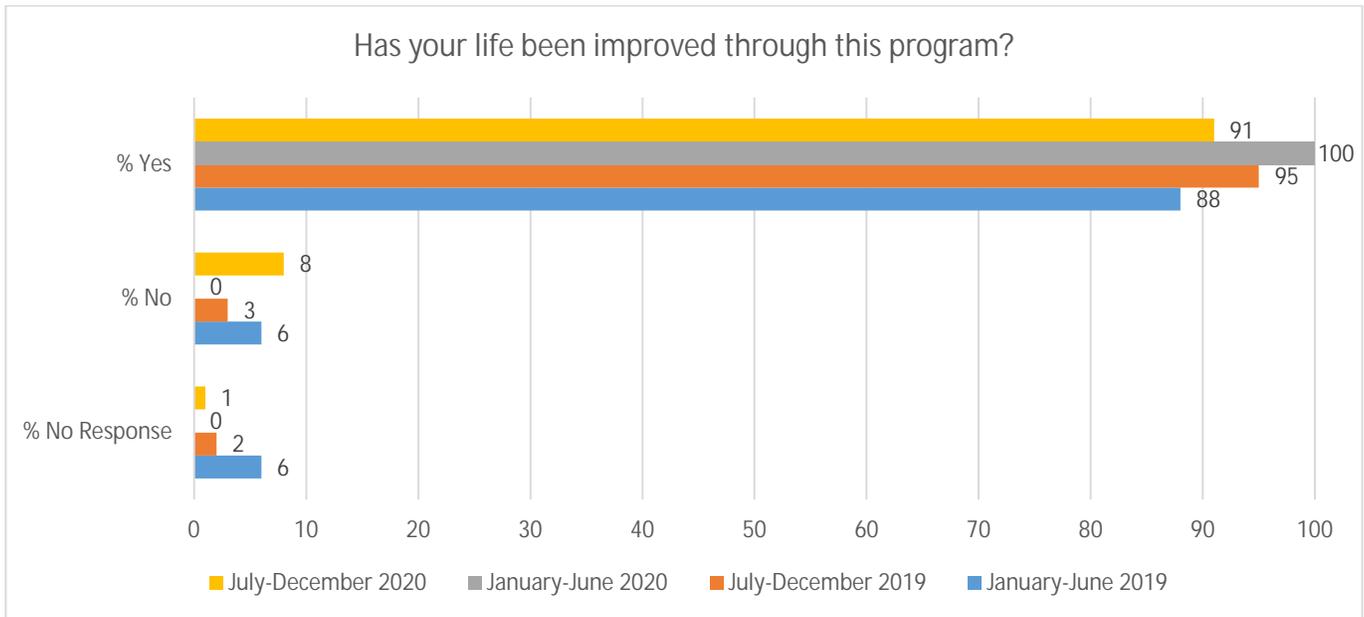


On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
did staff respond to you in a timely and professional manner?



On a scale of 1 to 10 (with 1 being the lowest and 10 being the highest),
how likely are you to recommend this program to others?



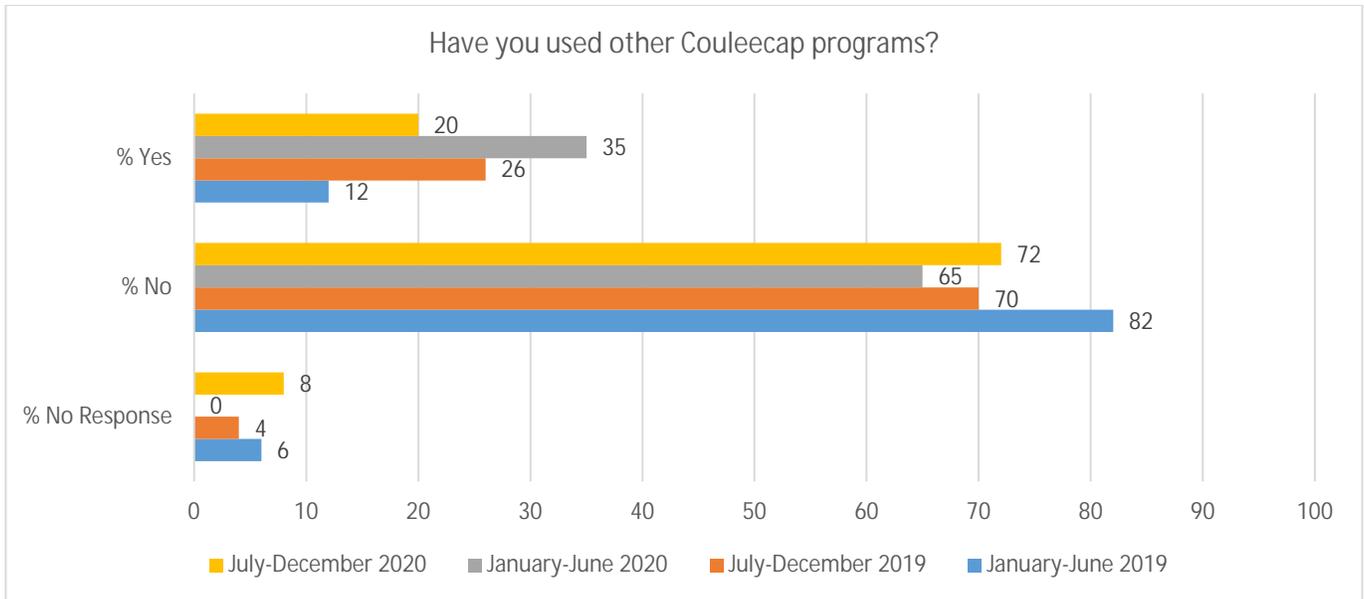


Please explain: (comments are from July-December 2020 survey respondents)

1. Help with new furnace, help with hot water heater.
2. It was very helpful! Thank you!
3. Yes, I wasn't getting unemployment. I'm single and it was so hard-basically the unemployment wasn't ready for the virus.
4. The money has sincerely been a godsend to me.
5. It helped me pay my rent when I was waiting for my unemployment during COVID.
6. I live alone & with my hours at work were cut.
7. We needed help with housing bills, car payment. We got assistance almost immediately. The people were very nice, and reassuring. Our family could not thank you enough.
8. Somewhat caught up on utilities.
9. They gave me the money I needed to pay my rent when I lost both of my jobs due to COVID.
10. The assistance was very helpful as I did not receive my unemployment until May 26.
11. I have relief in financials since I had none - my family paid for everything.
12. Yes, for at one point, I was homeless, disabled, living in my car, I searched for housing assistance initially starting from entering the CCS program through La Crosse County Human Services - it was there that made the referral to Couleecap on my behalf. I was then received funding per a TBRA voucher - I was set up with a wonderful County Worker Lexie Krause, & Couleecap, a wonderful worker Becky Koske!
13. I make it to work.
14. Got a reliable vehicle.
15. COVID-my income has fluxed and without CCWW my life would be harder.
16. Being able to get to work meant that I could pay my bills.
17. I am able to get to and from work with safe & dependable car.
18. It was a huge help to our family and allowed us to pay other important payments more comfortably.
19. I did receive help with a great worker in a timely matter. And Kristina seemed like she cared about me and my family and wanted to help us. Great treatment.
20. I would have been evicted had I not received rental assistance.
21. It is wonderful. It has stopped my family from losing our home due to being unable to work with COVID.
22. Because we didn't get help from coulee cap.
23. Took a little time but was very, very helpful. Thank you so much!!!
24. With hours and being physically disabled this helped very much.
25. Very grateful!

26. All 3 roommates work in the service industry & were out of work. Now 2 of the 3 are back @ work, but w/very few hours still due to COVID, so it continues to be a struggle.
27. You SAVED my world.
28. However, I lost my main source of income and should have asked for more assistance.
29. Amanda was very kind and extremely helpful to us. She understood our situation, actually listened to what we had to say and immediately went to work to help us. Can't say enough good things about her. The help really made a difference, and we are very grateful.
30. It helped tremendously with less worry and stress!!!
31. However, I'm still really behind.
32. I honestly don't know what I would have done without this help from Coulee Cap.
33. Very much so and we are very grateful.
34. We are extremely grateful for the generous rental assistance we received. In all honesty it kept us off the streets. We could never have caught up without the WRAP assistance payment.
35. Thank you. I still have not received my PUA program benefits.
36. Not only did it help pay the rent, but it helped relieve so much stress!
37. The WRAP program was a blessing to me and my child. I didn't know how our rent was going to get paid. The program went above and beyond to help my family and for that we are forever grateful.
38. Due to COVID-19 I had no income, rent assistance was a great help.
39. Still struggling to find a way to pay rent.
40. It was such a blessing!
41. This helped take the pressure off of me during my final weeks in the semester.
42. Without them, I may not have been able to keep a roof over our heads.
43. I was not given ANY rent assistance.
44. Kristina was extremely helpful and informative.
45. Did not receive any assistance.
46. Thank you!
47. I have no employment due to COVID. I was able to secure a place to live after being homeless.
48. This helped my family in numerous ways so we could still function as a healthy unit.
49. I was not being evicted or almost so was not eligible. I was referred to another agency that paid my rent for the month.
50. Yes, but already owe more than that again.
51. It helped immensely. Falling behind is stressful and being out of work due to COVID was unavoidable.
52. However, could have used one more month due to surgery and being exposed to COVID again and quarantined again. Trying to find a bigger home that is affordable as well. We rent but its old and cold.
53. I never received rent assistance.
54. I didn't receive any rental assistance.
55. It was a lifesaver.
56. I wasn't able to have my application processed due to the cut off.
57. We didn't receive help.
58. It gave us a chance to get back to work and be able to support our selves now.
59. I did not qualify because I was not behind on my rent. I really think that needs to be re looked at. We struggled with food and paying other bills in order to make rent. It is not fair to us that really try to make it on time and go without other things in order to make our rent.
60. I received nothing. Was told that I have to be behind on rent for assistance.
61. Would have been homeless without it.
62. It was a lifesaver. Ended up paying for almost 4 full months of my rent.
63. Absolutely. Truly grateful.
64. However, still laid off and need help with rent.
65. I appreciate the help I have gotten from you guys!
66. I did not receive any help from WRAP. I wasn't notified if I was denied or not.
67. The rental assistance for 3 months really helped.

- 68. So much.
- 69. The rent assistance was very helpful, but I was told that I would also receive some assistance with the loans that I had taken to pay rent for the 3 months prior to my application, and I didn't end up getting any help with that, so I still have over a thousand dollars of outstanding debt that I'm struggling to repay.
- 70. More than you know, and I am so thankful.
- 71. However, we have both been sick and my unemployment has stopped, and my wife has not been approved.
- 72. I got help with some rental assistance and energy assistance.
- 73. COVID took a toll on my business and money was short and I didn't collect unemployment then so rent was hard to pay.



How can we improve the services you received? Feel free to use this question to share other comments/suggestions too. (comments are from July-December 2020 survey respondents)

1. Thank you so much for helping me with a month of rent.
2. It was an easy process and they responded super quick. I got the check in time to pay for rent. I wish you could do it more than once because I am still struggling to pay bills. But the service did put me at an advantage this past year.
3. Window replacement for my very old ones (several years ago).
4. Love all of you, your very caring and God Bless you all for what you do. Thank you :)
5. Thank you SO much for helping me out with my rent payment for April. I don't know what I would have done without it, so I am extremely grateful for the assistance your organization provides. Stay safe & healthy.
6. ALL talk of \$\$ available. I was excluded from all. If I don't qualify, I believe most in need would be excluded also. Yet I hear of others getting and they piss it away on swimming pools, side by side's, bicycles, "toys" I need to live? Whole situation is screwed up!
7. Not sure I think you are great.
8. The program is great & thank everyone for their help & support.
9. Nope, you guys were fast and professional when I needed the help in a timely matter, thank you!
10. CouleeCap is a wonderful service...I received an answer and assistance in less than two weeks, with the assurance that if I needed anything else, to contact them again. The COVID 19 information I received was most helpful, and I enjoyed the budget worksheet too, because it made me think and plan regarding upcoming necessary and unnecessary expenses.
11. Not much that I know. Mark and I worked very well together. I'm pretty easy going.

12. I was above satisfied - Becky K. goes above and beyond!! I believe it's her nature of respecting & kindness! She is very professional for sure! I would like to say it's a great program!! and workers such as Becky Koske make it more awarding. She is very kind, compassionate, understanding! I am very grateful for the initial 2-year TBRA and now have started my 2nd 2-year TBRA. Very appreciative, I love where I live truly - I would like to see improvement in longer TBRA's as to keep those as I & many in their homes. I would like to see more push towards section 8 vouchers (city, county housing.) I as many others are settled in their homes & then be disrupted - and in hopes not to repeat the case back to homelessness.
13. I appreciate the loan!! Covid-19 has impacted me financially, my work wouldn't let me on campus due to having symptoms on a specific list, I've has a sinus infection. I was told to stay home, and I would be paid. I was not paid the whole time; I wanted to be on campus but was not allowed. Now, I went back. My son has Covid-19 (he doesn't live with me). I had a negative test, again. Now as of 11/13/2020, I have to stay home (off campus) 14 days without pay. Thank you.
14. I was 100% happy and taken great care of.
15. Thank you all for what you're doing during this pandemic.
16. Thanks for the help I was given, god was looking over us. And not to sound crazy please let me know if u can help again or was it a one-time deal.
17. I was having a very hard time emotionally. It was hard for me to accept help. Amanda was supportive, kind, and helpful.
18. Thank you!
19. It was just simply lifesaving honestly.
20. I have recommended coulee cap to others. Thank You again for your help!!!
21. Any information on HCV opening up would be much appreciated.
22. Thankful and yes VERY grateful for the help! Merry Christmas & Happy NEW Year.
23. Kristina was very helpful!
24. Everyone was great that I dealt with... very kind, not judgmental.
25. A sincere and heartfelt thank you to all who help in this department. I was at the end of my rope when you were contacted, and your help made my daughter and I able to stay in our apt and have energy help for several months. Blessed us SO MUCH, words can't describe my gratitude.
26. We can't thank Amanda and Coulee Cap for their help. It made a difference for us. Without that help, we would have been out on the street and with all my health issues, that would not have been good.
27. You all did a great job, and I am grateful for the help that I received from the program. Keep up the great work.
28. I'm so very grateful! 😊
29. You guys are great I'm very thankful.
30. Thank you - wondering if there is any help left? I missed the cut off.
31. Everyone spoke with was so kind and respectful. Kristina was amazing and I am so grateful for her assistance.
32. Nice people.
33. Tina was amazing: compassionate, warm, caring, and very efficient. If anything. I was lax in returning her calls/emails at first, but she didn't give up. And I will always be grateful.
34. Thank you so much for your assistance.
35. Helped when I needed help. Saved me by keeping us in our house and taking the stress off. One of the best programs for keeping people in their houses. I was treated with the utmost respect by your employees.
36. I only wanted to convey that this program is a lifesaver! I was so worried about my son and I getting evicted when I lost my job to the virus. Tina was/is an absolute gem and walked me through the entire process and was so very prompt with her responses. Thank you again for all the help you and the program have given us! I will not forget!!
37. For our family specifically, we still need help or at least reassurance that we will not be homeless with our children. We need help or protection mainly.
38. Couleecap helped me a lot with my rent. I was behind and they got me caught up. Being a single mother only making 12/hour is super hard. I'm so thankful for this opportunity.

39. Thank you for a pleasant experience at a time when I needed it the most.
40. My family and I appreciate the help we were able to receive from this program and we thank you all so much for your hard work to help out people in our community.
41. I don't know if it's available, but I am still struggling as far as income for rent and meeting our other basic bills.
42. My only concern is that my former landlord received and kept the extra months rent money after I moved out and I lost out on that money.
43. It is sad I filled out the application due to being in need of help and out of work due to COVID, but all I got back was a one sentence email stating because I was not yet behind, I would get no help. I wasn't going to have enough money for the next couple rent payments, didn't matter though.
44. Thank you for the help!
45. They were very helpful and respectful.
46. I can say the first-time using Wrap program went overall good but the second time I reached out for help with renter's assistance didn't go so well as put in second paragraph below. When I re-applied, I got nothing when I emailed the person, I was working with she wrote I still had 1,050.00 left on my application the first time and I still have the email stating what she wrote. That wasn't the truth after her emailing me back saying my application was late getting sent in again and got rejected.
47. I'm very appreciative of being able to finally have a home to live in. However, I'm very worried that unless I am employed, I will no longer be able to stay here.
48. Thank you so much for the help and the way I was treated. You guys go above and beyond.
49. WRAP directly saved me from likely eviction. It gave me enough time to find a good job. Thank you!
50. Thank you!!
51. Thank You!!!!
52. Just needing extra help again.
53. Just a whole-hearted thank you for making these kinds of resources available. I could not have made the back rent up for a long time.
54. Just thank you for everything you did it help me ease my mind when I thought all was lost.
55. They were very helpful.
56. Appreciate the help so much. But one more month would have helped get us where we need to be. Thanks.
57. I'm not sure why I received this as I never applied or have gotten any kind of help with rent.
58. I read that those on income-based housing are not eligible for the wrap program but never received a solid answer about the program other than I have to find a place within 4 counties. Finding a landlord willing to accept payment from the wrap program has proven to be a monumental problem.
59. Thanks for helping us....
60. I would suggest people look into the program, but it is very deceiving. Could I have let my rent go for a few months, sure I could have, then reapplied, but you are not guaranteed help anyway so that was a big reason we went without other things over the last few months. I am sure this is a great service for those that are able to get the help.
61. Amanda was a pleasure to work with and was extremely helpful.
62. The worker was great. She was kind and very helpful.
63. Thank you so very much for your help. I spent a lot of nights crying before your help worried about bills and a lot of night after your help crying just because I was so thankful. Thank you for your help again. Stay blessed.
64. Truly grateful for all you did for my boys and I during this scary and unpredictable time.
65. Just wish it helped out more than once.
66. Couleecap was amazing a blessing and weightlifter thank you.
67. AA+++ service from Dana Casberg.
68. Everything that was done has exceeded my expectations.
69. Everyone is great! And so helpful.

70. I was told I would receive help with my phone bill also but never received a payment for that only my Xcel bill and my rental assistance that was sent to my landlord. Kind of just left it alone because no one got back to me about why or why not I would receive phone bill assistance help after being told I would receive it.
71. Excellent work thank you so much for all your help!
72. I deeply appreciate the help I received. I don't have any right to complain about what I did NOT receive, but I wish I hadn't been told that I would get a check that was never forthcoming, or at least an explanation of WHY I didn't get that help. But regardless of that, THANK YOU for all that you do to help people during these hard times! All the best.
73. I just can't thank you enough. I'd be homeless with my two girls right now without the help. Thank you.
74. I appreciate the help - I just may need a little more.
75. I was embarrassed to need help, but no one from Couleecap made me feel as if I was "less than" or unimportant. Thanks for compassionate care.
76. I just want to say the worker that helped me went above and beyond to help me. It came down to the wire, but everything worked out and I am so grateful that I was able to receive this help for me and my family.
77. Very polite.
78. Just didn't see my email about a form to be filled out so maybe a text reminder would be helpful.