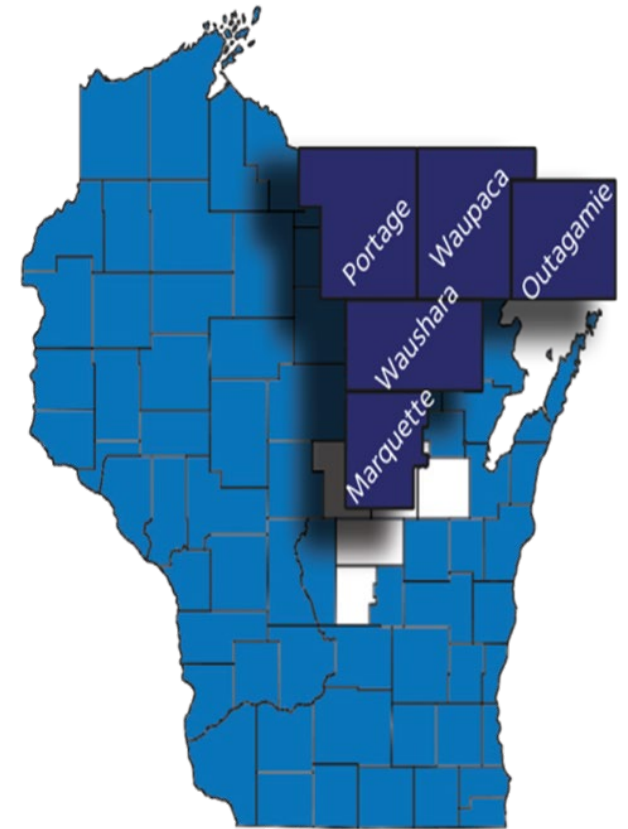




# *Transforming People and Communities*



CAP Services is a private, nonprofit Community Action Agency, providing over two dozen programs to assist in transforming people and communities since 1966.

CAP's mission is to transform people and communities to advance social and economic justice.



*Transforming People  
and Communities*

Family Crisis Center Programs

# Who we serve in our community:

All services are  
free and  
confidential

## Everyone

All ages, gender and gender identities, race, ethnicity,  
religion, sexual orientation, socioeconomic status, or abilities

**Two main areas of focus:**  
Domestic Abuse and Sexual Assault  
Runaway, At-Risk and Homeless Youth

# Family Crisis Center



## Programs we offer to the community:

Emergency  
Shelter

24/7 Crisis  
Line

Outreach  
Services

Hmong Family  
Strengthening  
(HFS)

Runaway &  
Homeless  
Youth  
Services

Family Crisis Center

The Family  
Crisis Center  
shelter has been  
serving the  
community for  
45 years!



# How we serve:



## Client-centered

- Understand and recognizing trauma and effects of trauma – meeting people where they are at in the moment
- Focusing on their strengths and needs
- Walking with them on their journey of choices and decisions
- Advocacy not case management

# Emergency Shelter – Adult & Family

In 2023, the FCC sheltered 73 adults and 40 children for a total of 3,436 nights in shelter

## Scope of the FCC Shelter

Temporary and Emergency Shelter for adults and families impacted by domestic/sexual violence and human trafficking

- *Stays are individualized; there are no time limit rules*
  - *Support Services*
  - *24/7 Walk-in Service*
  - *Safety Planning*
- *Restraining Order Assistance*
- *Community Connections*
  - *Goal Setting*
  - *Resources*

Outreach offices are located in shelter for a seamless continuum of services



# 24/7 Crisis line

In 2023, the  
FCC crisis line  
received  
1,955 calls from  
the community

Callers can  
remain  
anonymous

## Main types of calls

Domestic Violence

Sexual Assault

Runaway & Homeless Youth

Mental Health & Suicide

Homelessness

Information & Referrals

Crisis line is  
afterhours line  
for all Outreach  
offices

Crisis line is  
staffed by  
Shelter  
Advocates

Crisis line  
responds to  
Sexual Assault  
Examinations if  
a volunteer is  
not on-call



Family Crisis Center

# Outreach Services

In 2023, Portage County Outreach served 407 victims of domestic abuse with 1,404 contacts

114 Victims of Sexual Assault with 253 contacts

## Domestic Violence and Sexual Assault Advocacy Services Provided

- Emotional Support
- Safety planning
- Legal advocacy
- Court accompaniment
- Accompaniments to medical and other systems
  - Support Group
- Community Awareness and Education
  - Mobile Advocacy

Bilingual Advocates





# Hmong Family Strengthening (HFS)

Hmong Week  
May 16th – 18th

Celebration  
highlighting the  
Hmong culture

## Services Provided

All the same services as Outreach but with cultural understanding and by a staff member of the culture

- Services in Hmong language
- Support services seeking culturally appropriate resources
- Navigation of different systems of the cultures
- Support for citizenship/documentation for victims
  - Abusive International Marriage

In 2023, HFS  
served 39  
individuals with  
432 contacts



# Runaway & Homeless Youth Services

In 2023, Youth Shelter had 26 stays with 66 nights in shelter

## Services Provided:

- Support Services and Family Mediation
  - Crisis Counseling
  - Information & Referrals
  - 24/7 crisis hotline
- Safety strategies, coping strategies, healthy relationships
  - Shelter for ages 11-17
- Runaway youth, respite and emergency placement

Teen Support Group



# Future of Services

Funding loss of two major funding sources due to changes at state and federal level:  
This results near \$1.1 million dollar funding loss over the three counties serving victims of violence in 2025

Majority of the funds support staff wages to provide services to the community

76% Funding Reduction on 10/1/2024

- Impact:
- Reduction of positions
  - Reduction of community presence
  - Reduction of clients served or types of services able to be provided

# What can we do as a community?

Contact local legislation to share concerns and ask questions:

[Wisconsin State Legislature Home Page](#)

Support your local programs:

Donations

SAVS Volunteers

Sign up for the FCC's wish list

Email:

[crisis@capmail.org](mailto:crisis@capmail.org)

To get on the  
wishlist and  
quarterly  
newsletter



# Questions?

Family Crisis Center



*Transforming People  
and Communities*