

2020 ICAP Facts

Empowering

**people to live,
not just survive.**



www.interlakescap.com



A Message from the Board Chair & Chief Executive Officer

2020 was a challenging year with tremendous hurdles, sacrifice and suffering for many. Job loss or reduction of hours, homeschooling, social isolation, inability to pay rent, and many other hardships became common place for our most vulnerable families.

ICAP recognized early on in the Pandemic the critical role we would play in response to the on-going health crisis and the immediate and long-term economic fallout. We instantly changed our service delivery model putting client and employee safety at the forefront. Online applications were developed, reduced access to buildings, and virtual visits were established. As guidance continued to evolve from the CDC, we eventually made office modifications such as mask requirements, plexi-glass installation and increased office sanitation measures.

Amidst the economic challenges many families have faced, much needed emergency funding and resources have surfaced. Rent, Utility, and Mortgage Assistance programs, food distribution programs and frozen meals options for seniors, are addressing some of the needs identified throughout the Pandemic. Since March, 2020 ICAP has assisted over 3,500 individuals with their COVID-19 emergency needs.

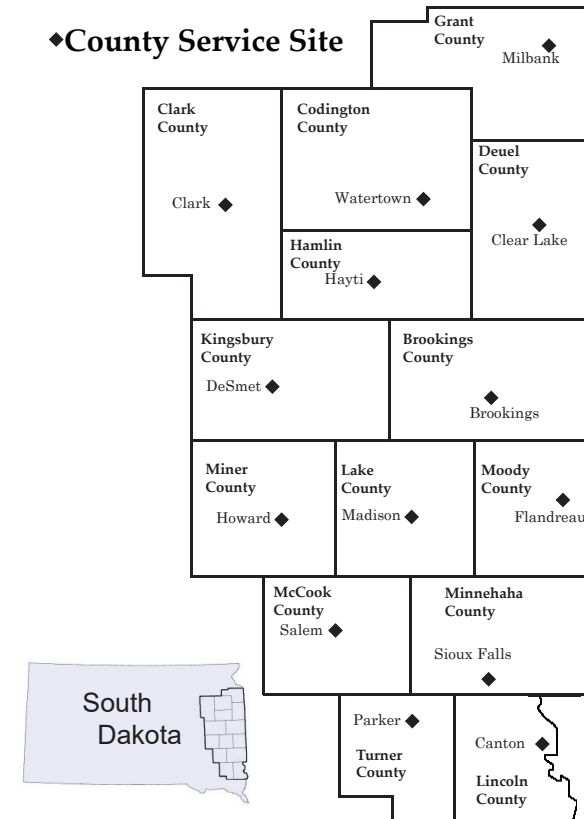
The increasing availability of vaccines and therapeutics and other treatment options give us hope looking into the future. ICAP remains committed to helping those most in need throughout our communities for as long as it takes to collectively recover from the COVID-19 Pandemic.

Annette Mitchell
Board Chair

Cindy Dannenbring
Chief Executive Officer

ICAP Service Area

♦County Service Site



ICAP PROGRAMS

Community Services Block Grant
Volunteer Income Tax Assistance
Information and Referral
Home Rehab/Repair Program
Emergency Solutions Grant
Local Projects and Services
Weatherization Assistance
Housing Rehabilitation
Mutual Self-Help Housing

Case Management
Emergency Services
Head Start
Early Head Start
Bright Futures
60's Plus Dining
Thrift Stores
Public Transit
Heartland House



Dial 711 for Relay

ICAP is an equal opportunity
provider and employer.



Helping People... Changing Lives...



Spotlight Program

60s Plus Dining provides approximately 200,000 nutritious meals annually to over 3,000 area seniors. Services are provided throughout a 10-county area in East-Central South Dakota, covering approximately 7,000 square miles. To accomplish this, our program operates three central kitchens, and contracts with 36 caterers consisting of nursing homes, hospitals, and restaurants. COVID-19 caused significant disruptions in the supply chain, while increasing the need of meal services and deliveries. As the pandemic began, it was quickly apparent that many of our caterers would be forced to close, leaving our senior population vulnerable to food shortages. We moved quickly to create a frozen meal program that would offer choice menu options, to ensure that seniors would continue to eat and receive the nutrition that they desperately needed during this vulnerable time. The next step was to coordinate with ICAP Community Service Workers to help with outreach and delivery support throughout our large service area. Safety measures were put into place for staff, volunteers, and clients to help distribute the frozen meals in the safest ways possible. In the first two weeks of the COVID-19 outbreak, our program was inundated with requests for assistance. Demand quickly increased serving nearly five thousand frozen meals per month while adding an additional 600 clients. Since the start of the COVID-19 demand has stayed strong and 60's Plus Dining has provided over 50,000 frozen meals to area seniors to date.

Community Action at Work

2020 Review

10,320 persons received services

151,954 volunteer hours were contributed

3,568 people helped through emergency rent, utility and security deposit assistance

3,555 seniors were served through 60's Plus Dining

509 children were provided services through Head Start Pre-Birth to Five

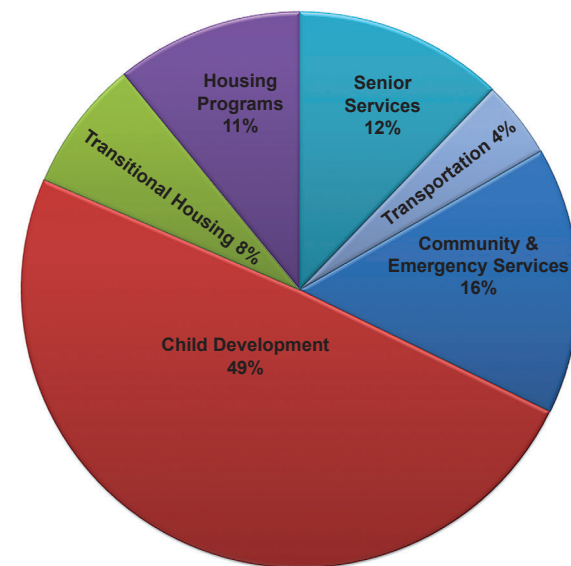
778 households qualified for **\$ 531,928** in earned income tax credit through the VITA

1,932 people obtained and/or maintained safe and affordable housing

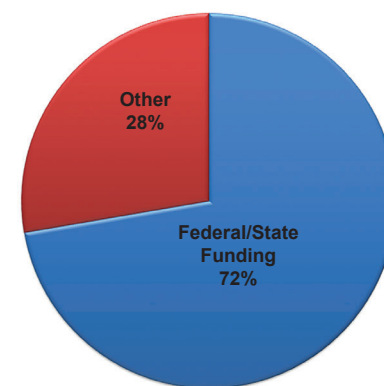


Achieving Self-Sufficiency, working together, changing lives...

Uses of funds



Source of funds:



For detailed program information visit www.interlakescap.com

To obtain the Head Start Pre-Birth to Five detailed 2020 report please visit www.interlakescap.com and click on reports