

RESPONSIVENESS

INTEGRITY

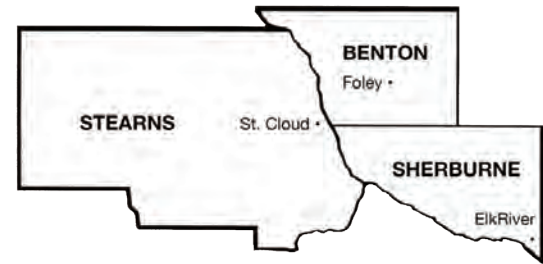
COLLABORATION

RESPECT

EQUALITY



BUILDING STRONG, VIBRANT COMMUNITIES



In 2013, long before the COVID-19 virus emerged, and well before the glimmer of its consequence as a worldwide pandemic surfaced, Tri-CAP updated our Disaster-Continuity Plan; sharpening our plan in preparation for the time when we would be called upon to adapt and respond to unexpected challenges. In 2019, Tri-CAP rolled out our agency-wide strategic plan which included a revised mission and newly articulated core values. Our mission, combined with these articulated core values of integrity, respect, collaboration, responsiveness, and equality are the guiding principles with which our agency staff is committed to providing excellent services. Little did we know how integral these two documents would be to Tri-CAP's response to the unimagined. These documents became the guiding foundation for Tri-CAP's operations in 2020.

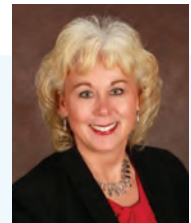
Using these core documents enabled Tri-CAP and our staff to respond to heightened and emerging needs with amazing agility. Using the Disaster-Continuity Plan, Tri-CAP rapidly adjusted service delivery modes and staff work locations reinforcing our commitment to providing a safe and healthy workplace. This change mitigated the potential for community and workplace transmission of COVID-19 all the while continuing to provide essential services without interruption.

As community members, we are aware of the hardship brought by COVID-19. Tri-CAP staff stepped-up with appreciation and pride for the opportunity to serve from essential office staff creating and implementing processes to support telecommuters, to staff designing of equipment and furnishings to mitigate opportunities of transmission. In observing the agency's response, I felt tremendous pride in the commitment and ingenuity demonstrated by staff. Across the agency, health and safety information was changing fast and service delivery modes

needed to be adjusted accordingly and Tri-CAP employees responded to the challenge. The agency response, grounded in effective contingency planning and core values, was able to be both resilient and agile in the fast-moving environment.

The COVID-19 Pandemic created health, economic, and social hardships and consequences in our service area and across the world. At the same time, Tri-CAP was able to identify heightened and new needs and reached out to support partners like food shelves and senior meal providers, sharing our resources and expertise to help meet people's basic needs. Tri-CAP staff expressed appreciation for the opportunity to provide this help and sought ways to expand our reach.

Tri-CAP closed 2020 with new partners, reinforced partnership with long-time allies, and new experiences of administering innovative programs established to respond to needs resulting from the pandemic-caused economic hardships. As an agency we were tested and we emerged with increased awareness of our agility and strength to provide support to the communities we serve. Tri-CAP made good on and fulfilled our network promise to change people's lives, embody the spirit of hope, improve communities and make America a better place to live.



Best Regards,
Lori Schultz, LSW, CCAP
Executive Director

current LEGISLATIVE MEMBERS

State Representatives

- 12B Paul Anderson
- 13A Lisa Demuth
- 13B Tim O'Driscoll
- 14A Tama Theis
- 14B Dan Wolgamott
- 15A Sondra Erickson
- 15B Shane Mekeland
- 30A Paul Novotny
- 31A Kurt Daudt

State Senators

- 12 Torrey Westrom
- 13 Jeff Howe
- 14 Aric Putnum
- 15 Andrew Mathews
- 30 Mary Kiffmeyer
- 31 Michelle Benson

United States Representatives

- 6 Tom Emmer
- 7 Michelle Fischbach

United States Senators

- Amy Klobuchar
- Tina Smith

Governor

- Tim Walz

Lieutenant Governor

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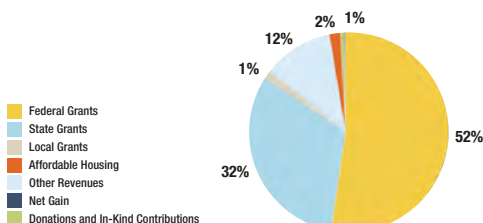
Beth Schlagen

FINANCIAL REPORT 10.1.2019 - 9.30.2020

REVENUES

Federal Sources	\$4,316,744
State of Minnesota	\$2,637,588
County Sources	\$112,976
Other Sources	\$283,486
Program Income	\$682,010
Affordable Housing	\$150,788
Reimbursements	\$9,268
Interest	-
Donations and In-Kind Contributions	\$52,894
Net Gain on Disposal of Equipment	\$12,240

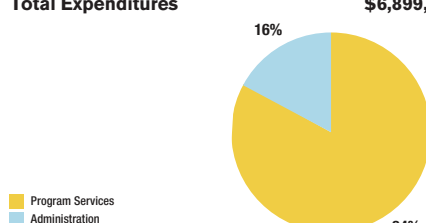
Total Revenues \$8,257,994



EXPENDITURES

Wages and Fringe Benefits	\$3,916,694
Professional Services	\$135,427
Supplies	\$90,957
Occupancy	\$103,042
Other Program Expenses	\$503,948
Non-Capital Equipment	\$70,985
Direct Client Services	\$1,301,414
Administrative Costs	\$119,538
Lease Expense	-
Training	\$27,156
Interest Expense	\$9,560
In-Kind Contributions	\$35,180
Technology Support and Maintenance	\$108,605
Sub-Awards	-
Depreciation	\$476,974

Total Expenditures \$6,899,480



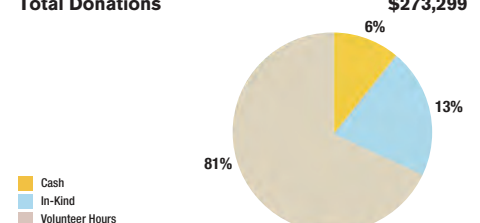
DONATIONS

We gratefully acknowledge the generosity of our partners and supporters who provided 15,743 hours of volunteer time valued at \$220,405 made in-kind donations valued at \$35,186 and made cash donations of \$17,708. Your gifts and support help residents experiencing low incomes work toward economic stability.

Please join Tri-CAP by supporting the stabilization assistance and self-sufficiency education we provide. Your donations and volunteer time help to strengthen our communities. All donations are appreciated and can be made online by visiting our website www.tricap.org. For current volunteer opportunities please go to our website and follow the volunteer link.

Cash	\$17,708
In-Kind	\$35,186
Volunteer Hours	\$220,405

Total Donations \$273,299



TRI-CAP'S IMPACT IN THE COMMUNITY

5,911

HOUSEHOLD
ENERGY
GRANTS

87,345

PUBLIC
TRANSIT BUS
RIDES
PROVIDED

58

CAREER
COUNSELING
WORKSHOPS

30

PEOPLE OPENED
A SAVINGS
ACCOUNT

78

PARTICIPANTS
IN HOUSING
RENTAL CLASS

56

HOMES
WEATHERIZED

13

INDIVIDUALS
PURCHASED
A DONATED
VEHICLE

14,590

VOLUNTEER
DRIVERS
RIDES
PROVIDED

305

HOUSEHOLDS
HELPED WITH
PLANNED ENERGY
USE AND
BUDGETING

288

HOUSEHOLDS
SERVED WITH
FOOD DELIVERY

96

VEHICLES
REPAIRED

1,527

ENERGY CRISIS
GRANTS
PROVIDED

182

BASIC NEEDS
BAGS PROVIDED

641

SNAP
BENEFITS
ADVOCACY
PROVIDED

467

TAX RETURNS
PREPARED
AND FILED
FOR FREE

942

INDIVIDUALS
SERVED WITH
VOTER
EDUCATION &
ACCESS

305

HOME VISITS

15,743

VOLUNTEER
HOURS
DONATED TO
TRI-CAP

50

PERMANENT
HOUSING
PLACEMENTS

222

HOME REPAIRS
(HEATING &
APPLIANCE)

4,071

PEOPLE
RECEIVING
TRANSPORTATION
SERVICES (BUS
PASSES, RIDES)

18

VEHICLES
DONATED TO
TRI-CAP

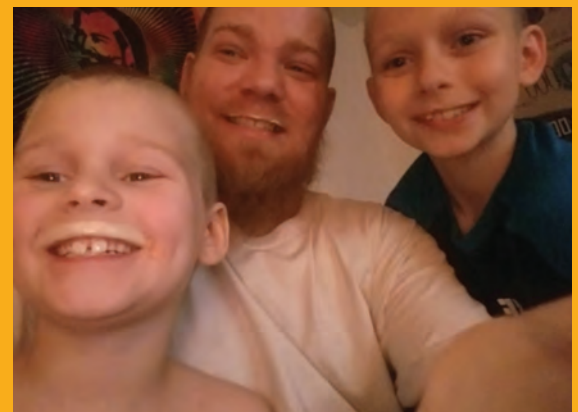
11,837

INDIVIDUALS
SERVED BY
TRI-CAP IN 2020



SHAWN'S SUCCESS STORY

Shawn, single father raising two boys, was laid off from his job due to COVID-19. He received assistance from Tri-CAP through the Rebuilding Lives program. Tri-CAP was able to help Shawn with paying his rent, gas cards so that he was able to use his vehicle, and other financial assistance to meet his family's basic needs. When Shawn got a new job, Tri-CAP was able to provide assistance acquiring new work shoes. "Because for me if it wasn't for programs like this one I don't know how I would've made it through some tough times.... another part was how quick and friendly everyone was with helping my family."



basic NEEDS



ENERGY ASSISTANCE

The Energy Assistance Program helps income eligible households pay a portion of their heating costs. Grants are based on household size, income, fuel type, and energy usage and are paid directly to the energy provider.



ENERGY ASSISTANCE ADVISOR

Part of the Energy Assistance Program

Offering assistance and resources to plan energy costs, and referrals to assist with other identified household needs.



NUTRITION ASSISTANCE INFORMATION

Tri-CAP provides application assistance, outreach and information about the food program - Supplemental Nutrition & Assistance Program (SNAP). We are designated to assist both seniors and the general population with these important food-related services.



HOUSING ASSISTANCE

Housing assistance programs stabilize the lives of families or individuals who are homeless or are at imminent risk of homelessness or living in shelters by providing access to coordinated entry, financial counseling or case management.



PUBLIC TRANSPORTATION

Tri-CAP Public Transportation

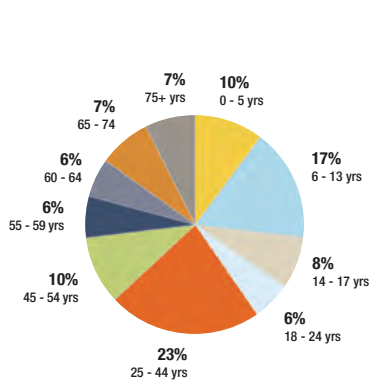
Tri-CAP Public Transportation offers fully accessible transportation with buses providing flexible routing and dial-a-ride modes. Transportation is provided to the public and is not based on eligibility.



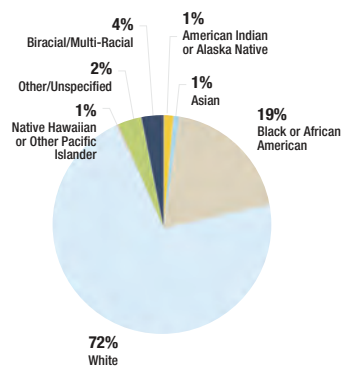
VOLUNTEER DRIVERS

Tri-CAP Volunteer Drivers use their own vehicles to provide rides to residents going to a variety of destinations. Volunteer drivers are reimbursed at the Federal IRS rate for mileage

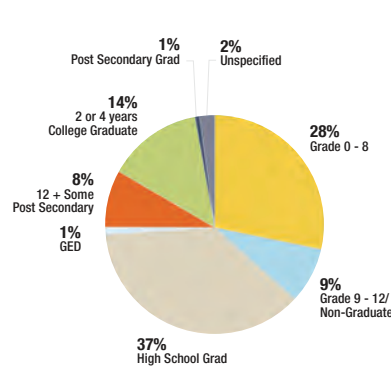
COMMUNITIES SERVED



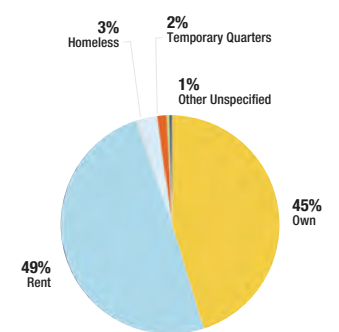
AGE



RACE



ADULT EDUCATION LEVEL



HOUSING

self SUFFICIENCY



FINANCIAL FITNESS

This service helps clients gain control over their financial situation through classes covering budgeting, savings, credit reports, credit scores, credit scams, credit repair and working with banks and credit unions. One-to-one financial counseling sessions are scheduled following the class.

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TAX ASSISTANCE

Tri-CAP provides high quality, free tax preparation assistance and free e-filing to low and moderate income residents of Central Minnesota. Well trained volunteers carry out the program, providing a much-needed service.

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DRIVE (Delivering Reliable Independent Vehicle Empowerment) PROGRAM

The DRIVE program provides increased opportunities, supporting Central Minnesota families with access to personal transportation solutions.



RENTING 101

Renting 101 is a rental education course providing participants with the tools to move from transitional housing to permanent stable housing. Curriculum includes instruction on how to find an apartment, understand eviction action reports, understand criminal and credit reports, and what property managers look for when making leasing decisions.

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REBUILDING LIVES

Pre-employment/life skills training is available to those who have lost their primary source of income to divorce, separation, death, or disability of a spouse.

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SNAP EMPLOYMENT & TRAINING

Providing employment and training opportunities such as career development training and financial assistance supporting the employment and educational attainment for eligible Minnesotans experiencing financial hardship who want to increase income to become more self-sufficient.



FOLEY AREA CARE STORY

In 2020, Tri-CAP expanded partnerships with several area service providers, using new and existing resources to help fill the need for area residents experiencing food insecurity as a result of the COVID-19 pandemic. One such partnership, leveraging resources from the Minnesota COVID Food Fund, was undertaken with Foley Area CARE. In this partnership Tri-CAP was able to provide meat bundles to supplement the food Foley Area Care had to distribute to their senior clients. In addition, Tri-CAP maximized this opportunity providing Senior SNAP application information.

Recipients of the meat bundles expressed gratitude and appreciation for the meat. In addition, using Minnesota COVID Food Fund resources, Tri-CAP partnered with a hotel program and a large school district to provide support of food and basic supplies to families experiencing hardship due to COVID-19.

building STABILITY



FAMILY ASSETS FOR INDEPENDENCE IN MINNESOTA (FAIM)

The FAIM program is a 24-month matched savings program that helps Minnesota resident low-wage earners build assets through the purchase of a first home, pursuit of higher education, launch of a small business, or purchase of a personal vehicle. Clients make monthly savings deposits and savings are matched 3:1. Clients are taught financial literacy and receive case support for the program.



WEATHERIZATION

Income-eligible households can receive audits and services to help reduce energy costs. These may include insulating, weather-stripping, caulking, furnace repairs/replacements, and health and safety items such as smoke and carbon monoxide detectors.



MINNESOTA URBAN AND RURAL HOMESTEADING PROGRAM (MURL)

MURL is a home ownership program in which homes are sold to low-income "at-risk" first-time home buyers on a no-interest contract for deed basis.



SMALL CITIES DEVELOPMENT PROGRAM (SCDP)

Eligible households and businesses within participating cities may receive services including: owner occupied single family/rental rehabilitation or commercial building rehabilitation. Program recipients must meet one of the following objectives: benefit people of low-moderate incomes, eliminate slum or blight conditions, or eliminate an urgent threat to public health or safety.



TRANSPORTATION SUCCESS STORY

Beginning in April 2020 and through the end of the year, Tri-CAP's Transportation Department stepped in to partner with area food shelves. Tri-CAP's Transportation provided the transportation assistance, delivering food from the food shelf to clients who were in quarantine or had otherwise lost their support system to access food from their local food shelf. Tri-CAP Transportation Services Director summed up the experience sending the following message to staff "Food and basic needs delivery activities continue in and around all our locations throughout Central MN. Without your dedication and willingness to work collaboratively, many of our friends and neighbors would be struggling to put food on their tables. These activities are just one of the many ways we see Tri-CAP's mission in action. Drivers have been met with gratitude and appreciation from the recipients receiving these deliveries. They report how meaningful participating in these activities have been to them. Thanks to all who have participated to meet some of our community members' most basic needs."

PROGRAMS AVAILABLE BY COUNTY

BENTON, STEARNS, AND SHERBURNE COUNTIES

- Rebuilding Lives/Minnesota Family Resiliency Partnership
- Energy Assistance
- Family Assets for Independence in Minnesota (FAIM)
- Family Self-Sufficiency (FSS)
- Financial Fitness
- Housing Assistance
- Small Cities Development Program
- Supplemental Nutrition Assistance Program (SNAP) Outreach
- Senior Supplemental Nutrition Assistance Program (SNAP) Outreach

- Supplemental Nutritional Assistance Program Employment and Training (SNAP E&T)
- Renting 101
- Tax Program
- Public Transportation
- Weatherization
- Volunteer Drivers
- Delivering Reliable Independent Vehicle Empowerment (DRIVE)

MILLE LACS COUNTY

- Public Transportation
- Volunteer Drivers

MORRISON COUNTY

- Energy Assistance
- Public Transportation
- Volunteer Drivers

WRIGHT, ISANTI, KANABEC, PINE, AND CHISAGO COUNTIES

- Rebuilding Lives/Minnesota Family Resiliency Partnership

KANDIYOHI COUNTY

- Rebuilding Lives/Minnesota Family Resiliency Partnership

In response to the COVID-19 pandemic, during fiscal 2020, Tri-CAP established a new Cares Fund, administered the COVID Housing Assistance Program, and redirected agency resources to provide assistance to individuals and families affected by the pandemic. Additional COVID relief assistance programs were implemented after our fiscal 2020 year and will be reported in the 2021 annual report. In 2020 Tri-CAP provided COVID assistance to 511 individuals and families affected by the pandemic with a food access, basic needs, housing, transportation, utilities and other urgent needs.

Our work is guided by a commitment to excellence through these core values:



EQUALITY - We believe in the preservation of human dignity for all people through full access to the opportunities in our society regardless of ethnic origin, age, gender, religion and socio-economic status and other differences.



COLLABORATION - We work with funders, community partners and stakeholders to develop strategies for sustainability and support.



RESPECT - We are advocates on behalf of the people we serve and teach them to advocate for themselves and others.



RESPONSIVENESS - We take leadership roles in assessing the needs of the community and scanning the environment around us to continuously reshape our service design to impact the lives of those we serve.



INTEGRITY - We are recognized as a trusted, respectful, progressive provider of services to the residents of the areas we serve.

MISSION

The Mission of Tri-CAP is to enhance and expand opportunities for the economic and social well-being of our residents and our community.

VISION

The vision of Tri-CAP is to empower and engage residents of our communities to achieve goals of personal self-sufficiency.

your story IS OUR STORY

contact US



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