

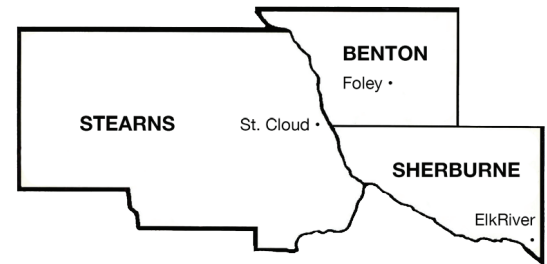
2022 ANNUAL REPORT

Tri-CAP
TRI-COUNTY ACTION PROGRAM, INC.
Helping People. Changing Lives.



your story
IS OUR STORY

BUILDING STRONG, VIBRANT COMMUNITIES



As a Community Action Agency, Tri-CAP has worked since 1965 to provide services and assistance that help the residents of our communities meet their basic needs and become economically stable. By analyzing local data, trends, and information, Tri-CAP continually works to maintain organizational resilience which, for an organization, is the ability to respond to disruption. This is one way we stay abreast of the needs of the people we serve; we find ways to provide the help to meet those needs, and we maintain organizational capacity.

For the year of 2022, our communities experienced a stark reduction in the labor pool and a significant increase in the cost of basic needs. These dynamics were evident across the community and could be seen in businesses with reduced hours, strained workers, and increases in the prices of goods such as eggs and other groceries while services such as vehicle repair became harder to access with the increases in labor and part costs.

Tri-CAP recognized these trends and worked diligently to help residents who would have otherwise been unable to meet their needs. Tri-CAP provided 461 residents with assistance and advocacy to help them access the Supplemental Nutrition Assistance Program (SNAP) as a food support. This represents a 300% increase in the number of people we helped with SNAP from 2021 to 2022. Tri-CAP also helped local food distribution efforts at area churches and service organizations by handing out food and resource information.

With increased opportunities for the unemployed and underemployed to find work, Tri-CAP was able to provide personal transportation assistance with our Delivering Reliable Independent Vehicle Empowerment Program (DRIVE). With the generosity of local people donating their vehicles, Tri-CAP was able to combine supports to fix and resell donated vehicles to 11 area families, making it possible to access new or better employment. With the vehicle leasing segment of DRIVE, 5 households leased vehicles at zero percent interest. During the year, one family was able to qualify for a conventional loan to pay off their leased car, adding to their many successes over their three-year lease term including one parent completing a college degree, increasing their income by over 300%, and making it possible to purchase their first home.

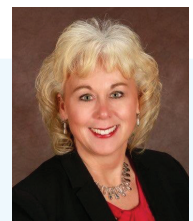
Utilizing the Getting to Work grants and other resources, Tri-CAP assisted 126 clients with personal vehicle repair supporting transportation necessary for work and other needs. With repairs ranging from fixing brakes to new tires, these repairs helped these clients maintain safe personal transportation.

Finally, Tri-CAP recognized the need for volunteer drivers to help with medical and social service rides throughout the service area. Last year, Tri-CAP's Volunteer Driver program provided over 8,100 rides and restructured the program to increase future ride capacity.

Tri-CAP's programs and services are possible only with the help of qualified case managers, intake specialists, bus drivers, home auditors, and more. Responding to the reduction in the labor pool, Tri-CAP examined and analyzed a variety of strategies to improve employee retention in a highly competitive labor market. The result of this work culminated when Tri-CAP launched an internal Employee Onboarding program to increase the retention of newly hired employees. The focus of this program is to increase the feeling of belonging among new Tri-CAP employees by encouraging a cohort of peer interactions and cross-program education. The outcome is intended to increase the satisfaction among employees recognizing the impact they and their organization have on their communities.

Through programs and services, Tri-CAP works to help our communities and residents meet their needs and build increased resilience to disruptions and unexpected events. Building resilience is one way we fulfill our 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, CCAP
Executive Director



current LEGISLATIVE MEMBERS

State Representatives

12B Paul Anderson
13A Lisa Demuth
13B Tim O'Driscoll
14A Bernie Perryman
14B Dan Wolgamott
15A Chris Swedzinski
15B Paul Torkelson
30A Walter Hudson
31A Harry Niska

State Senators

12 Torrey Westrom
13 Jeff Howe
14 Aric Putnum
15 Gary Dahms
30 Eric Lucero
31 Calvin Bahr

United States Representatives

6 Tom Emmer
7 Michelle Fischbach

United States Senators

Amy Klobuchar
Tina Smith

Governor

Tim Walz

Lieutenant Governor

Peggy Flanagan

current BOARD OF DIRECTORS



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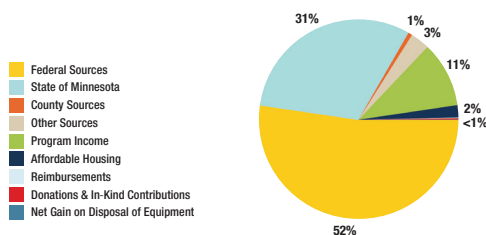
Jeffrey Wharton

FINANCIAL REPORT 10.1.2021 - 9.30.2022

REVENUES

Federal Sources	\$4,802,952
State of Minnesota	\$2,847,528
County Sources	\$60,050
Other Sources	\$284,991
Program Income	\$970,532
Affordable Housing	\$180,751
Reimbursements	\$11,046
Donations & In-Kind Contributions	\$18,956
Net Gain on Disposal of Equipment	\$3,463

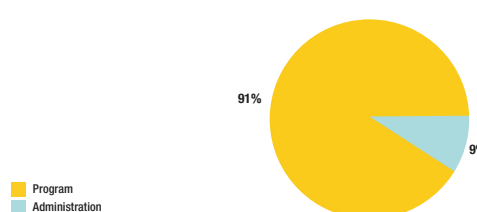
Total Revenues \$9,180,269



EXPENSES

Administration	\$853,674
Program	\$863,1598

Total Expenses \$9,485,272

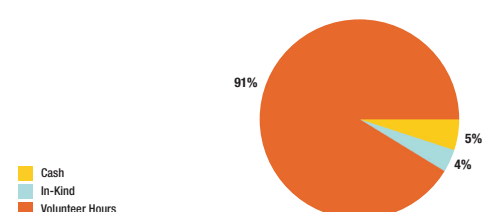


DONATIONS

We gratefully acknowledge the generosity of our partners and our supporters who provided 13,122 hours of volunteer time valued at \$197,258, made in-kind donations of \$8,064, and made cash donations of \$10,892. Your gifts help residents experiencing low incomes work toward economic stability.

Cash	\$10,892
In-Kind	\$8,064
Volunteer Hours	\$197,258

Total Donations \$216,214



TRI-CAP'S IMPACT IN THE COMMUNITY

6,991

HOUSEHOLD
ENERGY
GRANTS

125,222

PUBLIC
TRANSIT BUS
RIDES

124

CAREER
COUNSELING

49

PEOPLE OPENED
A SAVINGS
ACCOUNT

185

PARTICIPANTS
IN HOUSING
RENTAL
COUNSELING

103

HOMES
WEATHERIZED

11

INDIVIDUALS
PURCHASED
A DONATED
VEHICLE

8,108

VOLUNTEER
DRIVERS
RIDES
PROVIDED

286

HOUSEHOLDS
HELPED WITH
PLANNED ENERGY
USE AND
BUDGETING

85

HOUSEHOLDS
SERVED WITH
EMERGENCY
HYGIENE KITS

126

VEHICLES
REPAIRED

3,505

HOUSEHOLD
ENERGY CRISIS
GRANTS

12

MICRO LOANS

444

SNAP
BENEFITS
ADVOCACY
PROVIDED

784

TAX RETURNS
PREPARED
AND FILED
FOR FREE

7,112

INDIVIDUALS
SERVED WITH
VOTER
EDUCATION &
ACCESS

370

HOME VISITS

13,112

VOLUNTEER
HOURS
DONATED TO
TRI-CAP

23

PERMANENT
HOUSING
PLACEMENTS

124

HOME REPAIRS
(HEATING &
APPLIANCE)

3,472

PEOPLE
RECEIVING
TRANSPORTATION
SERVICES (BUS
PASSES, RIDES)

16

VEHICLES
DONATED TO
TRI-CAP

12,522

INDIVIDUALS
SERVED BY
TRI-CAP IN 2022



Mikayla's Success Story

Mikayla found the Rebuilding Lives and Homeless Accessibility Childcare Assistance Program when she was experiencing homelessness and working on rebuilding her life after splitting with her partner of 7 years. She was homeless, had no job, and also no childcare. In her intake, Mikayla listed her strengths as determined, resilient, and hard working. All of her earned accomplishments while working in these programs showcase these self attested characteristics. In a short time after entering the programs, Mikayla found stable housing, got approved for childcare assistance, found a provider, and started college courses in a sonography program. Tri-CAP was able to provide diapers and wipes for her two young children and gas vouchers for her to get to school. Mikayla also utilized our tax program to file her taxes for free. Just recently, Mikayla shared she is now employed with an agency helping people who are experiencing homelessness find housing. It has not been easy for Mikayla, but through hard work and determination she has rebuilt her life. With giving back to the homeless community, she has truly come full circle.



Kimberly's Success Story

Kimberly enrolled in Tri-CAP's Family Assets for Independence in MN (FAIM) in July of 2021 with the goal of purchasing her own home. With Kimberly's determination to become a homeowner, she was able to complete all the program requirements before the standard 2-year enrollment period and she purchased her first home in October of 2022.

Kimberly completed 10 hours of Home Ownership Education training as well as 12 hours of Financial Education training – both of which she completed in the first 12 months of being enrolled in FAIM!

Kimberly is extremely grateful for all the help she received in the FAIM program through her 22 hours of education training, and over a year of counseling that she was provided. Kimberly stated that her case worker was extremely supportive and always there for her whenever she needed them.

We are extremely proud to have worked with Kimberly through the life changing experience of purchasing her first home!

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.

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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.

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NUTRITION ASSISTANCE

Provides application assistance, outreach and information about the food benefit program - Supplemental Nutrition & Assistance Program (SNAP).



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.

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PUBLIC TRANSPORTATION

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.

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VOLUNTEER DRIVERS

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

Stephanie's Success Story

Stephanie* moved to the St. Cloud area and was looking for employment, but was struggling due to a lack of transportation. Stephanie reached out to Tri-CAP after hearing about us through her landlord where she was quickly connected with our Energy Assistance Program and food resources. She also moved forward with our DRIVE program which allowed her to purchase an affordable car to aid in her employment search. Stephanie shares that Tri-CAP has helped her and her family in many ways, and that the staff she worked with were always generous, nice, and helpful. Stephanie shared that working with Tri-CAP has made her feel "less alone" in the journey toward increased self-sufficiency.

Tri-CAP would not be able to provide low-cost transportation solutions without vehicle donations from our community. We

rely on the sincere generosity of our donors to run such an important program, a program, which through the purchase of an affordable vehicle, allows our neighbors to access such important resources in the community. If you, or someone you know, are interested in donating a vehicle, please contact us today!



**Name changed for confidentiality*

self SUFFICIENCY



HOMELESS ACCESSING CHILDCARE ASSISTANCE PROGRAMS

Supporting households struggling with homelessness who need childcare programs for work or education related needs. Supporting with childcare application assistance and maintaining assistance. Obtaining identification documents/social security cards and support services such as diapers, wipes, car seats and strollers.



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.



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.



DRIVE (Delivering Reliable Independent Vehicle Empowerment) PROGRAM

Provides increased opportunities, supporting Central Minnesota families with access to personal transportation solutions.



SNAP EMPLOYMENT & TRAINING

Providing employment and training opportunities such as career development, life skills and financial literacy training to support the employment and educational attainment of eligible Minnesotans experiencing financial hardship who want to increase income to become more self-sufficient.



Josh's Success Story








Josh* was struggling to get on his feet after going through a difficult divorce. The vehicle he was driving was having serious mechanical problems, but because he needed to get to work, he continued driving it. Needing to maintain his employment to support himself and his daughter, Josh was needing a more reliable vehicle but did not have the capital needed to purchase a vehicle from a traditional dealership or private party. Josh stated this program provided him with the missing link, a vehicle, that he needed to stay self-sufficient.

**Name changed for confidentiality*

COUNTY INFORMATION



**Data Source: US Census Bureau, American Community Survey 2016-2020*

	BENTON	SHERBURNE	STEARNS	MORRISON & MILLE LACS
*TOTAL COUNTY POPULATION	40,476	96,015	159,788	-
*% OF POPULATION EXPERIENCING POVERTY BY COUNTY	9% 1,485	6% 1,945	11% 6,639	-
*DEMOGRAPHIC MAKEUP BY COUNTY				
White	89%	91%	88%	-
Black or African American	5%	3%	7%	-
American Indian & Alaskan Native	>1%	>1%	>1%	-
Asian	1%	1%	2%	-
Two or More Races	3%	3%	3%	-
Other	1%	1%	>1%	-
DEMOGRAPHIC MAKEUP BY COUNTY – <i>SERVED BY TRI-CAP</i>				
White	76%	77%	71%	-
Black or African American	14%	14%	19%	-
American Indian & Alaskan Native	1%	1%	1%	-
Asian	1%	1%	<1%	-
Two or More Races	4%	4%	3%	-
Other Races	2%	1%	1%	-
Unspecified	2%	2%	3%	-
SERVICES PROVIDED TO HOUSEHOLDS BY COUNTY				
 Housing Assistance	38	9	83	-
 Transportation - Public Transportation Rides Provided	912	25,812	58,724	39,774
 Energy Assistance Program – Energy Grants	777	865	2,598	2,751
 Food – Supplemental Nutrition Assistance Program Outreach	78	71	276	-
 Employment – Rebuilding Lives Pre-Employment	15	18	79	-
 Tax Filing Assistance	170	78	517	-
 Weatherization Assistance	28	23	73	-





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)
- Housing Assistance
- Supplemental Nutrition Assistance Program (SNAP) Outreach
- Senior Supplemental Nutrition Assistance Program (SNAP) Outreach
- Tax Program

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

KANDIYOHI COUNTY

- Rebuilding Lives/Minnesota Family Resiliency Partnership

MILLE LACS COUNTY

- Public Transportation
- Volunteer Driver

MORRISON COUNTY

- Energy Assistance
- Public Transportation
- Volunteer Driver

WRIGHT, ISANTI, KANABEC, PINE, AND CHISAGO COUNTIES

- Rebuilding Lives/Minnesota Family Resiliency Partnership

BENTON, CHISAGO, ISANTI, KANABEC, KANDIYOHI, PINE, SHERBURNE, STEARNS, AND WRIGHT COUNTIES

- Homeless Accessing Childcare Assistance



The Best “Job!”

Lalita Subrahmanyam, RSVP Americorps Senior Services Volunteer

“This is the best “job” I never worked at!” said Ron Roske, volunteer driver with Tri-CAP for nine years. Having heard about volunteer opportunities in Tri-CAP’s transportation services from a family member who had driven for Tri-CAP until he was well into his eighties, Ron had no doubts about what he would do after retirement. As a long-range driver, he takes Tri-CAP clients from St. Cloud to places around Minnesota - Duluth, Rochester, Fargo, Cook City - and once even near the Iowa border.

Ron encourages everyone he knows to volunteer for Tri-CAP: his friends, relatives, former colleagues especially those on the cusp of retirement. Breakfast sessions on the last Wednesday of every month with his Machinist Union buddies are for recruiting. “It is so simple,” he tells them matter-of-factly, “I drive and enjoy all these experiences at Tri-CAP’s expense. Tax-free mileage, a small food stipend if I work over mealtimes, and terrific fun. I love it! Of course, I am expected to maintain my car according to Tri-CAP standards, but the mileage generally covers the cost.”

When I asked him what he gets from his driving, he replied almost immediately, “I love driving, it is so rewarding. I get to know my passengers and chat with them, and I build relationships with those I transport regularly to their appointments.” He drives children in foster care to meet their biological parents, non-custodial parents to meet with their children, and seniors to their medical appointments.

Ron described the joy he derives from getting out of his house, seeing new places as a “tourist,” and enjoying the scenery along the way. He remembered the many books he has read during layovers on his trips. “I have read more books during these last nine years than ever before,” he exclaimed enthusiastically.

Ron’s stories were varied: joyful, poignant and hilarious. He recalled wistfully how more than once, with permission from Tri-CAP, he had taken his now deceased wife with him on his trips. “We enjoyed a nice lunch or dinner together during the layover, went to the local gift stores to buy little mementos, or simply parked under a tree and read a book!” he laughed.

He talked of how children had told him about their lives and of one child who couldn’t wait to jump out of his car to greet his father who was standing near an apartment building. He narrated a poignant tale of a person with drug addictions whom he drove to see her children for the very last time. Ending on a hilarious note he recounted a trip with “two happy-go-lucky old ladies” who insisted on buying him an ice-cream when he told them he would not accept a tip!

It is these moments, sad and joyful, cheery and entertaining, that make volunteer driving for Tri-CAP so fulfilling at a time when numerous people need help.

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.

Ruby's Success Story

Pictured is Ruby* in her new vehicle. Ruby uses a wheelchair and was looking for transportation, having not been able to drive for the last few years due to her health. Ruby has regular appointments, and it has been difficult for her to get out of her home without a modified vehicle. Each time Ruby wanted to leave the house, her husband needed to lift her and then her wheelchair in and out of their truck.

Because of the generous donation of this accessible van, Ruby is now able to get into the vehicle on the electric ramp where she is then secured safely. With the accessibility of the vehicle, Ruby is able to drive using hand controls. Having been unable to drive for many years, this has provided her with the vehicle to start driving again!

Ruby and her husband praise Tri-CAP's DRIVE program which helps provide low-cost transportation to families with limited income. This purchase ended with double joy; not only was it a good quality well-maintained vehicle, but it is also accessible for both entering the vehicle AND driving it. Ruby was so grateful and overwhelmed to have this opportunity to purchase exactly what they needed, and Tri-CAP was so happy to be able to be a part of this process.



**Name changed for confidentiality*

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

MISSION

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

VISION

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

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.

contact us



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