

Tri-CAP

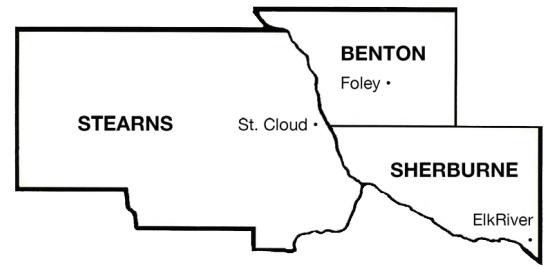
TRI-COUNTY ACTION PROGRAM, INC.
Helping People. Changing Lives.

2023 ANNUAL REPORT



your story
IS OUR STORY

BUILDING STRONG, VIBRANT COMMUNITIES



Dear friends,

Thank you for your continued interest and commitment to our work. I hope you find our annual report valuable in reflecting on the exciting accomplishments and opportunities in the past year. Our impact. Our story. Our community.

Reflecting On Our History.

This year marks 60 years since the Economic Opportunity Act was signed, and Community Action was born. In President Lyndon Johnson's address to Congress, he announced a War on Poverty. ***"The war on poverty is not a struggle simply to support people, to make them dependent on the generosity of others. It is a struggle to give people a chance. It is an effort to allow them to develop and use their capacities, as we have been allowed to develop and use ours, so that they can share, as others share, in the promise of this nation."***

This work continues today in communities across this country. Where hope exists, good will is present and resources are abundant. In the coming year, Tri-CAP will celebrate its 60-year anniversary and we look forward to a year long celebration of our fight against poverty and efforts to bring America's Promise to every individual, creating vibrant, thriving communities. Watch for ways you can be involved and celebrate our mission!

Reflecting On Our Year.

As a Community Action Agency we stay current with our community needs with our Community Needs Assessment, our annual Customer Satisfaction Survey, our participation in community outreach events, and with our partnerships with other service providers. Sometimes we can develop innovative programs of support within our existing organization and structure, and sometimes we need to look within or make use of the opportunities to retool when those opportunities arise.

In 2023, we increased our focus and directed resources to the transportation needs we continue to see in our communities. We did this through direct funds pointed at helping people access personal transportation, through our DRIVE car donation/car lease program. We directed funds to assist people with critical vehicle repairs. And we earmarked resources to enhance and grow our Volunteer Driver Program, recruiting volunteers and assisting people with rides. We also restructured our service design and expanded

routes within our public transit services. These initiatives help people get to work, to school, to medical appointments, to faith services, the grocery store and to stay connected to their communities.

Poverty continues to plague our communities, and even more disproportionately so for people of color. (Learn more about our community make up in this report.) Being a reflection of the community we serve is ever changing and we have to continue to be responsive to this environment. We have launched a DEI (diversity, equity, inclusion) initiative to assess our organization, preparing us to better reflect our community and better respond to those we serve.

I have had the privilege to lead Tri-CAP through a year of transition in our Executive Director role. I have been humbled and inspired by the continued drive and passion of our staff as they continue to move our organization forward through this time. The Board of Directors has recently hired a new Executive Director to lead us into the next chapter. I am so appreciative of the support I received from staff and the Board in keeping us on track in the interim period. Exciting times for sure!

Reflecting On Us. And Our Future.

The work that we do at Tri-CAP is only possible with the help of engaged and qualified staff, a committed Board of Directors, Legislators, partners, and volunteers who support us and the work we do, as well as our communities. Working to maximize the opportunities of change is how we continue to fulfill our promise to Helping People, Changing Lives and Make America a Better Place to Live. I encourage each of you to consider the opportunities available to you that are made possible by a commitment to serve others. And I look forward to exploring these opportunities with you!



Best Regards,
Michelle Peterson
Interim Executive Director

current LEGISLATIVE MEMBERS

Representatives

- 10A Ron Kresha
- 10B Issac Shultz
- 12A Paul Anderson
- 12B Mary Franson
- 13A Lisa Demuth
- 13B Tim O'Driscoll
- 14A Bernie Perryman
- 14B Dan Wolgamott
- 27A Shane Mekelandk
- 30B Paul Novotney

Congress

- 6 Tom Emmer
- 7 Michelle Fischbach

Senate

- 10 Nathan Wesenber
- 12 Torrey Westrom
- 13 Jeff Howe
- 14 Aric Putnum
- 27 Andrew Mathews
- 30 Eric Lucero

United States Senators

- Amy Klobuchar
- Tina Smith

Lieutenant Governor

- Peggy Flanagan

current BOARD OF DIRECTORS

County Representatives

Brenton Marshik.....Benton County
 Beth Schlagen.....Benton County
 Lisa Fobbe – Chair.....Sherburne County
 Justin Grater.....Sherburne County
 Janet Goligowski - Secretary.....Stearns County
 Steve Notch – Treasurer.....Stearns County

Consumer Representatives

Jeff Wharton.....Benton County
 Karla Scapanski.....Benton County
 Larisa Schultz.....Sherburne County
 Amanda Semega.....Stearns County

Representative of Community Organizations

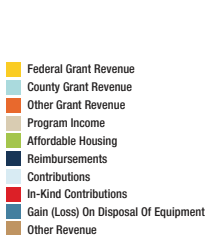
Tracy Ore.....Stearns County
 Kelly Larson – Vice Chair.....Sherburne County
 Erika Hannon.....Sherburne County

FINANCIAL REPORT 10.1.2022 - 9.30.2023

REVENUES

Federal Grant Revenue	\$5,422,184
County Grant Revenue	\$2,930,476
Other Grant Revenue	\$61,102
Program Income	\$235,746
Affordable Housing	\$1,181,378
Reimbursements	\$45,779
Contributions	\$6,927
In-Kind Contributions	\$11,000
Gain (Loss) On Disposal Of Equipment	\$9,231
Other Revenue	\$57,172

Total Revenues \$9,960,995



EXPENSES

Administration	\$1,418,621
Program	\$8,682,974

Total Expenses \$10,101,595



DONATIONS

We gratefully acknowledge the generosity of our partners and our supporters who provided 14,992 hours of volunteer time valued at \$225,330, and made cash donations of \$4,957. Your gifts help residents experiencing low incomes work toward economic stability.

Cash	\$4,957
Volunteer Hours	\$225,330

Total Donations \$230,287



TRI-CAP'S IMPACT IN THE COMMUNITY

7,471

PRIMARY
HOUSEHOLD
ENERGY
GRANTS

127,103

PUBLIC
TRANSIT BUS
RIDES

142

CAREER
COUNSELING

29

PEOPLE OPENED
A SAVINGS
ACCOUNT

152

PARTICIPANTS
IN HOUSING
RENTAL
COUNSELING

114

HOMES
WEATHERIZED

11

INDIVIDUALS
PURCHASED
A DONATED
VEHICLE

10,479

VOLUNTEER
DRIVERS
RIDES
PROVIDED

206

HOUSEHOLDS
HELPED WITH
PLANNED ENERGY
USE AND
BUDGETING

1,000

HOUSEHOLDS
SERVED WITH
BASIC NEEDS
KITS

150

VEHICLES
REPAIRED

2,528

HOUSEHOLD
ENERGY CRISIS
GRANTS

1,298

SNAP
BENEFITS
ADVOCACY
PROVIDED

2,162

TAX RETURNS
PREPARED
AND FILED
FOR FREE

6,328

INDIVIDUALS
SERVED WITH
VOTER
EDUCATION &
ACCESS

326

HOME VISITS

14,992

VOLUNTEER
HOURS
DONATED TO
TRI-CAP

51

PERMANENT
HOUSING
PLACEMENTS

294

HOME REPAIRS &
REPLACEMENT
(HEATING &
APPLIANCE)

16

VEHICLES
DONATED TO
TRI-CAP

13,871

INDIVIDUALS
SERVED BY
TRI-CAP IN 2023

4,128

PEOPLE RECEIVING
TRANSPORTATION SERVICES
(BUS PASSES, RIDES,
VOLUNTEER DRIVER RIDES)



Nadia Fifita's Success Story

Nadia came into the Rebuilding Lives Program working on getting her master's in parent and family education, a doula certification, and her lactation consultant certification. With all this going on, she was living with her parents, caring for her ill father and homeschooling her kids, while also working a part time job. Nadia's motivation to achieve her goals was apparent within a few short minutes of speaking with her.

After ten months in the program, Nadia completed a required CPR course, completed her doula certification, has attained her lactation consultant certificate, and continues to take her master's classes. January 2023 Nadia delivered her first baby as a certified doula. This baby is even more special than being her first delivery, he is also Nadia's grandson!

Some of the ways we were able to support Nadia financially in her education venture were providing a bus pass, paying for a CPR course, covering some of the costs of her master's education courses, and paying for the doula course/lactation consultant certification. Nadia also received ongoing support services from her self-sufficiency counselor.

Nadia stated it is her lifelong dream to work as a birth worker. She feels extremely blessed and grateful to Tri-CAP for helping support her dreams and goals. It is her plan to not only help her own family, but as many families as she can. Nadia has the training needed to provide support directly to her family and she shared she will be welcoming another grandchild at the end of summer. I know she will continue to make a big impact and give back to the community around her.

Jen Larson, B.A., Self-Sufficiency Counselor

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

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.



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.



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.

Volunteer Driver Vans

Tri-CAP's Volunteer Driver Program has recently added three minivans that will be used to provide rides in the St. Cloud area and surrounding communities. Tri-CAP is seeking volunteers who can donate their time to complete rides for clients who need transportation to medical appointments, family visits and other essential needs and who prefer not to use their own vehicle and who are not looking for mileage reimbursement.

The program vans will compliment the current fleet of drivers, who use their own vehicles and are reimbursed at the federal rate for mileage. The program is working to help people in rural areas who need rides to the Twin Cities and other locations for appointments who otherwise would not be able to get to those appointments.

The Volunteer Driver Program is happy to recognize that with significant effort and a fantastic group of volunteers, they are

closing in on 40 Volunteer Drivers. Despite this progress, the program is always looking for more volunteer drivers as the need is so great. Volunteers who will drive our agency owned vans, volunteers who drive their own vehicles and are reimbursed mileage at the federal rate, and a combination of both to help those in need looking for a ride to get to necessary appointments that they otherwise would not be able to attend.



self SUFFICIENCY



CHILDCARE ACCESS 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.

Volunteer Driver Program Passenger Success Story

Jennifer* started riding with Tri-CAP's Volunteer Driver Program in October of 2023. She had to go to cardio therapy due to a heart condition and at that time driving was not a safe thing she could do for herself. Having a volunteer driver drive her to the therapy appointments safely "meant the world to her."

When Jennifer* was asked how the Volunteer Driver Program impacted her she replied, "It's such a delight to know there's a company out there that is dedicated to helping people -- actually helping people. They have restored my faith in humanity by showing me a side of it

you don't see often. The drivers are giving themselves in such a selfless way, they are amazing."

Her message to future passengers is, "A person will feel very safe in their care, the drivers are so polite, helpful, kind, respectful, driven people. The program staff and drivers go above and beyond, making sure your needs are met to the best of their abilities."

After five months of therapy, Jennifer* no longer needed the assistance of a volunteer driver because she graduated from her therapy. She has said that if she ever needs rides in the future, she knows where to go and will always choose to ride with a Tri-CAP Volunteer Driver.

**Name changed for confidentiality*

COUNTY INFORMATION



BENTON SHERBURNE STEARNS MORRISON MILLE LACS

**Data Source: US Census Bureau, American Community Survey*

	BENTON	SHERBURNE	STEARNS	MORRISON	MILLE LACS
*TOTAL COUNTY POPULATION	41,300	97,820	158,622	34,023	26,680
Population Age 65+	5,629	11,419	24,575	6,853	4,864
Population Segments					
% Population with any disability	11%	10%	11%	13%	16%
% of Population age 65+ with disability	31%	34%	29%	28%	38%
% Population Urban/Rural	55%/45%	49%/51%	62%/38%	27%/73%	18%/82%
% Population Age 65+ living in Rural area	45%	50%	43%	67%	79%
% of Population Veterans	6.5%	6.5%	7%	9%	9%
% of Population with Children Age >17	30%	37%	29%	27%	28%
% & # of Households experiencing poverty by county					
Percent ages 65+ in poverty	10%	9%	9%	11%	10.5%
Conditions of Poverty					
Housing Cost Burdened Households (30%)	22.5%	22%	25%	25%	28%
Housing Cost Burden % Rental/ Owner Occupied	31%/9.5%	39%/8%	43%/11%	31.5%/16%	40%/14%
Severe Housing Cost Burdened (50%)	9%	9%	12%	9%	11%
Households with no motor vehicle	5%	4%	5.5%	5%	7%
Demographic makeup - race by county					
White	88%	89%	85%	95%	89%
Black or African American	5.5%	3%	8%	>.5%	>.5%
American Indian & Alaskan Native	.5%	>1%	>1%	>.5	5%>
Asian	1%	1%	1.5%	>.5	.5%
Two or more races	3%	5%	3.5%	2.5%	4%
Other	2%	1.5%	1.5%	1%	1%



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)
- Getting to Work Program
- Housing Assistance
- 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

- Childcare Access Program

Beds Make THE Best Homes

During sleep, your body is working to support healthy brain function and maintain your physical health. Getting inadequate sleep over time can raise your risk for chronic health problems. Children and teens need sleep to help support their growth and development.

Families living in poverty or experiencing homelessness often do not have access to beds. Family members may sleep in shelters, on floors, in cars, or on couches. Sometimes when people finally access housing, they do not have the funds available to purchase beds.

Tri-CAP recently utilized some of its discretionary direct service funding to assist housing clients with the purchase of new mattresses and bedding (pillows, sheets, bedcovers, etc.).

BY THE NUMBERS: 18 households | 21 adults | 37 children

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



CLIENT REFLECTIONS:

"I have been sleeping on my couch for the past 2 years and now with the new bed I am able to sleep in my bedroom. I slept for 14 hours straight the first night after getting the bed."

"Getting this bed has changed my life. I do not sleep well at night due to my Fibromyalgia but now I am able to sleep through the night."

"My family is so grateful for these beds. We had needed new beds for a long time but did not know how we would be able to afford them."

"Those beds and bedding made me feel like I had a home again"

-Residents of St. Cloud and St. Joseph

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.

Passing It On for the Bed Program

A family of one adult and six children who have received rental assistance to maintain stable housing, were also one of the families that received new beds from the new bed program. The family was thrilled to hear they would all be getting new beds and bedding. The family assumed they would all be getting a standard color for their bedding. Their Self-Sufficiency Counselor informed them they would be able to pick out whatever colors and designs they wanted for their new bedding. The children were overjoyed being able to pick their own bedding with one choosing a rainbow comforter, another chose a blue comforter, another chose a green comforter, another chose an orange comforter, another chose a purple comforter, and the last one chose a teal comforter.

As part of the program, their old beds would be removed when the new beds were delivered. While working on scheduling a time for the bed delivery, the family informed their Self-Sufficiency Counselor they would not need any of their old beds removed because they knew of two families that were in-need of beds. The family helped deliver their old beds to the families. The family kept one of their old beds for when they had other family members visit. Since getting the new beds, the family

has been able to get a better night's sleep, sign one of the children up for pre-school, start to look for employment, and receive educational materials on the benefits of a good night's sleep.



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 community.

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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