

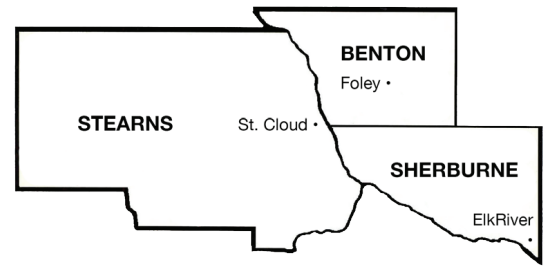


Helping People. Changing Lives. For 60 years!



2024 ANNUAL REPORT

BUILDING STRONG, VIBRANT COMMUNITIES



Hello Friends,

As we reflect on the accomplishments, transitions, and challenges of the past year, our commitment to empowering individuals, strengthening families, and building resilient communities has never been more evident. 2024 was a year of successful transitions and challenges met.

The year kicked off under the able leadership of Interim Executive Director, Michelle Peterson, who also serves as the Director of Human Resources. Under Michelle's guidance and partnership with the Board of Directors, Tri-CAP hired a new Executive Director in early May. I am grateful for the opportunity to take on that role and serve our community.

2024 saw growth across our organization as we worked to ensure our programs and services are meeting the most pressing needs in our communities. This included expanding our outreach efforts, adding a marketing and communications professional to ensure we are maximizing our community resources and extending our reach to those we serve. Additionally, we expanded our housing support services, transportation program, and streamlined our Energy Assistance and Weatherization processes.

As we move into 2025, we are excited to celebrate our 60th Anniversary as a Community Action partner. Our commitment to innovation, inclusivity, and responsiveness will continue to drive our efforts, as we explore new avenues for collaboration and growth, ensuring that our impact is not only sustained but expanded. I would like to express my heartfelt gratitude to each member of our organization, our partners, and our supporters. Your dedication and collaborative spirit are instrumental in achieving our goals. I appreciate the warm welcome to Tri-CAP and I look forward to all that we will accomplish together.

Fondly,
Colleen Orne, Executive Director



Hello Friends,

As I reflect on another year of collaboration with Tri-CAP staff, volunteers, community partners, and program participants; I am grateful for all that we have accomplished together in 2024.

As Chair of the Board of Directors, I see first-hand the impact our services have on our communities. In 2024, we again expanded our reach and served more households with energy assistance grants, transportation, job supports, housing assistance, and so much more.

One of our biggest priorities early in the year was finding the right leader to guide Tri-CAP into its next chapter. Thanks to a strong partnership with Cohen-Taylor Executive Search Services – and with exceptional leadership from our Human Resources team and Interim Executive Director Michelle Peterson – we completed a thoughtful and successful search. In May, we were thrilled to welcome Colleen Orne as Tri-CAP's new Executive Director.

The pages that follow outline our accomplishments, outreach, advocacy, and services that are so vital to our healthy neighborhoods, cities, and counties.

Looking ahead, 2025 marks Tri-CAP's 60th Anniversary! I invite you to join us in celebrating this milestone and continuing our shared commitment to Helping People, Changing Lives. Together, we can strengthen and support our communities for the next 60 years and beyond.

Warmly,
Lisa Fobbe, Board Chair



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
Justin Grater.....	Benton County
Janet Goligowski – Secretary.....	Stearns County
Steve Notch – Treasurer.....	Stearns County
Gary Gray.....	Sherburne County

Consumer Representative

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

Community Organization Representatives

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

Tri-CAP's Impact in the Community

- 7,648**
Primary household energy grants
- 134,352**
Public transit bus rides
- 144**
Career counseling
- 30**
People opened a savings account
- 83**
Participants in housing rental counseling
- 116**
Homes weatherized
- 14,061**
Volunteer drivers ride provided
- 95**
Vehicles repaired
- 2,158**
Household energy crisis grants
- 1,190**
SNAP benefit advocacy provided
- 875**
Tax returns prepared and filed for free
- 8,220**
Individuals served with voter education access

130

Home visits

19,873

Volunteer hours donated to Tri-CAP

30

Permanent housing placements

324

Home repairs/replacements (heating & appliances)

16,080

Individuals served by Tri-CAP in 2024

12

Property tax assistance

6,189

People receiving transportation services (bus passes, rides, volunteer driver rides)

FINANCIAL REPORT 10.1.2023 - 9.30.2024

REVENUES

Federal Sources	\$5,195,087
State of Minnesota	\$4,373,746
County Sources	\$68,331
Other Sources	\$319,279
Program Income	\$1,573,334
Affordable Housing	\$29,491
Reimbursements	\$10,386
Donations & In-Kind Contributions	\$5,101
Net Gain on Disposal of Equipment	\$2,152

Total Revenues \$11,576,907



EXPENDITURES

Wages & Fringe Benefits	\$5,960,583
Professional Services	\$229,183
Supplies	\$85,310
Occupancy	\$108,062
Other Program Expenses	\$1,201,680
Non-Capital Equipment	\$110,838
Direct Client Services	\$2,455,865
Training	\$157,075
Interest Expense	\$2,445
Technology Support & Maintenance	\$143,231
Depreciation	\$450,431

Total Expenditures \$10,904,703



Tri-CAP's New Construction!

In 2018, a conceptual design was created by GLTArchitects to design a bus garage to be added to Waite Park Transportation's current site in Waite Park. Funding became available from the Minnesota Department of Transportation (MnDOT) in 2022, which Tri-CAP was approved for \$2,000,000. Those funds, coupled with the agency's 20% match, brought our project's total to \$2,500,000.

What proceeded in the next two years was the planning stage, finding an architectural and design firm, working through contract agreements and ultimately selecting the general contractor.

BCI Construction, Inc. from Sauk Rapids, MN was selected to lead the construction of an 8-stall bus garage with a bus wash bay and a bus driver's office space. We kicked this off with a groundbreaking ceremony on May 31, 2024.



With any type of construction, unexpected challenges may arise and our new bus garage expansion project was no exception! An especially rainy Spring and Summer led to having to de-water the construction site. Supply chain challenges led to awaiting products to arrive. And weather, in general, and its impact on the construction had many moments testing our patience! However, the wait is almost over, and after nearly 10 months of construction, we are preparing to move into our new space! This project also brought upgrades in our existing building such as new carpeting, new flooring, and a fresh coat of paint in all the offices. Our staff have been working out of the Administration building next door, parking in one parking lot, working remotely and overall adjusting as needed! We are excited to announce that we will be celebrating the opening of our new bus garage in June 2025!

Transportation Success Stories

Options is a nonprofit, committed to empowering and supporting adults with disabilities in living and working in the mainstream of community life. Tri-CAP partners with Options, by providing their clients transportation to and from work. Mary*, a member of one of our Options passenger's family, wanted to take a vacation which meant finding respite care for Tom* and making a change to his transportation schedule. Mary connected with Tri-CAP's transportation department in December asking if it would be possible to accommodate some changes in Tom's pick up and drop off addresses for a 4-week period.

Tri-CAP's dispatch team worked with Mary to the accommodate the changes necessary during the needed time frame. Mary called to thank everyone and noted that Tom's rides went flawlessly. She was especially complimentary of the drivers and the feedback she received from the respite care providers

regarding Tri-CAP's transportation services. Mary added that they had a wonderful vacation, made possible by Tri-CAP's flexibility and accommodating this change so Tom was still able to go to Options every day.

.....

A staff member from Anna's* house called to let us know that Anna received the Employee of the Month award at Culvers. Anna was very excited to receive this award! Anna, along with the staff, sent a warm THANK YOU to Tri-CAP's transportation staff, who schedule her rides and drive her bus to ensure she gets to work on time.

Additionally, Anna and the house staff shared their appreciation for the care that Anna receives from Tri-CAP drivers while on the bus. Tri-CAP's bus service allows Anna to have greater independence, employment, and growth opportunities.

**Name changed for confidentiality*

Tri-CAP's Transportation Programs serve Stearns, Benton, Sherburne, Mille Lacs, and Morrison Counties, with garages in:

Waite Park | Sauk Centre | Little Falls | Milaca | Elk River

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.



NUTRITION ASSISTANCE

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



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.



HOUSING ASSISTANCE

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



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.

Community Development Success Stories

John and Betty* were long-time residents of their home and over the years, a plumbing issue developed that they were unaware of. The result? Unhealthy air quality and the stress of not knowing how to fix it.

Tri-CAP assisted John and Betty in finding the source and solution to unhealthy air attributed to a septic system that needed repairs. Additionally, Tri-CAP staff encouraged John and Betty to talk to their Weatherization and Energy Assistance Programs to support the homeowners in making their home more energy efficient and affordable. After the needed repairs were complete, John and Betty shared that they had a renewed sense of pride and dignity. They added that they feel like the strong grandparent role models, they strive to be, once again.

**Name changed for confidentiality*

Like many families, Sarah found herself working hard and yet not achieving all that she'd hoped for. Specifically, Sarah wanted to own a home.

Before Sarah began working with Tri-CAP, she struggled to make ends meet each month and home ownership felt out of reach. Within months of partnering with her Tri-CAP counselor, Sarah increased her employability skills and found she was able to increase her wages as a result. She soon became a great candidate for Tri-CAP's MURL program.

Sarah moved into her own home with an income-based mortgage payment, supported by Tri-CAP. Additionally, she qualified for financial assistance from Tri-CAP's community support program to allow for some minor home repairs and improvements. Now, Sarah is thriving.

As a participant in the MURL program, Sarah says she feels proud of her home and has become a stronger parent and valued employee. Sarah reports that her experience with Tri-CAP made the difference for her in achieving her goals.

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.



DRIVE (Delivering Reliable Independent Vehicle Empowerment) PROGRAM

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



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.



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.

Weatherization Assistance Success Story

I have reached out for weatherization on my home that I rent because I heard it could help reduce my energy bill. The process was so easy, and all of the workers involved were very nice. I know my home is a bit older and was looking to save money on heating and A/C costs. The program helped me by sealing up my front and back door from air leaks and providing a brand-new hot water heater. There was some issues with CO2 and my old hot water heater and the house ventilation. The contractors replaced a bathroom fan, oven fan and re-vented another bathroom fan to allow appropriate ventilation of my home. I was unaware of any CO2 issues, but I was very thankful for the upgrades to keep my family safe. The new ventilation also helped with the moisture in the basement. The two most helpful aspects would be the sealing

off the doors to stop air leaks and the new ventilation to prevent CO2 from leaking into my home. I would highly recommend this program to anyone needing to conserve energy and create a safer home environment.



Erin A. (mother of two)

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.

The Whole Family Approach

In 2024, Tri-CAP embarked on a service delivery framework designed to build family well-being by intentionally and strategically working with adults, and children in their lives, simultaneously. This is called the Whole Family Approach. As children, caregivers, and families grow and change across their lifespan, the Whole Family Approach aligns opportunities to help families address their unique needs and pursue their personal goals.

Whole Family Approach improves both adult and child social and economic well-being, producing a legacy of better multi-generational health for the family. The overall goal is to provide a road-map for Tri-CAP staff to pursue a new approach to breaking the cycle of intergenerational poverty with clients we serve. The initial design team spent much of 2024 participating in trainings provided by the National Community Action Partnership. This is a 2 ½ years commitment for the design team who gathers and incorporates input from agency staff members as we build and create new initiatives. Tri-CAP's Whole Family Approach team is working on planning family

events throughout the next few months to kick off our new initiative.



Tri-CAP client families enjoy a movie outing at Quarry Theatre.

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



320.251.1612
888.765.5597



www.tricap.org



general@tricap.org



[mntricap](https://www.facebook.com/mntricap)



1210 23rd Avenue South
P.O. Box 683
Waite Park, MN 56387