

2022 ANNUAL REPORT



Community Action
Partnership of Hennepin County
caphennepin.org



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Community Action Partnership of Hennepin County is an independent 501(c)(3) nonprofit.



Community Action Partnership of Hennepin County is a proud member of Minnesota Community Action Partnership and the National Community Action Network



OUR HISTORY & MISSION

HISTORY

Community Action Partnership of Hennepin County (CAP-HC) was established in 1986. Then named Community Action Partnership of Suburban Hennepin, it was re-named CAP-HC in 2016 after receiving the formal state designation to serve Minneapolis in addition to suburban Hennepin County. CAP-HC is a proud member of the Minnesota Community Action Partnership (MinnCAP) and National Community Action Network.

Established in 1969 as the Minnesota CAP Directors Association, MinnCAP strengthens the capacity of its member organizations at the state level through advocacy, collaboration, and training. CAP-HC is one of 24 organizations and 11 Tribal Nations that make up MinnCAP’s membership. Collectively, the MinnCAP membership serves all 87 counties in Minnesota.

The National Community Action Network was established in 1964 and includes more than 1,000 organizations across the United States committed to poverty reduction. Through the Network, families in 99% of our nation’s counties have access to life changing services that create pathways to opportunity and prosperity.

MISSION

Partner with community to provide effective and responsive services to reduce the impact of poverty in Hennepin County.

VISION

Hennepin County without poverty.

VALUES



Building Relationships



Creating Opportunity



Eliminating Barriers



Equity and Inclusion



Strengthening Community



Responsible Stewardship

REFLECTIONS FROM LEADERSHIP

Dear friends and supporters,

It's once again our privilege to report on Community Action Partnership of Hennepin County's (CAP-HC's) accomplishments during the previous year. Through our suite of more than 15 programs and services, we served 16,885 families with lower incomes. Those families include 35,124 adults and children who live in Hennepin County. The Energy Assistance Program, our largest program, saw a 20% increase in applications from 2021 to 2022. While the Coronavirus Aid Relief and Economic Security (CARES) funding expired September 30, 2022, through the first three quarters of the year the funding enabled us to assist people experiencing COVID-related hardships, expand eligibility guidelines, and broaden transportation and employment services. You'll find more detail about each program's positive impact in our community in the following pages.

Organizational accomplishments included re-opening our offices to the public and collaborating to create a positive workplace culture. After a two-year closure due to COVID, staff were excited to come back to the office, get reacquainted with each other, and resume helping clients in person. While strengthening our workplace culture will be an ongoing endeavor, the culmination of this work in 2022 was adopting seven organizational cultural values – trust, organizational stability, kindness, transparency, accountability, reliability, and respect.

We hope that knowing the positive impact of the work we do will reinvigorate your commitment to our anti-poverty work. Each Monday, Dr. Hightower sends out a memo to all CAP-HC staff members giving them updates on pertinent organizational and community news. It's both a message of gratitude and a call to action. We'd like to close this letter to you in the same way.

Thank you for helping to create our future together,



Josh Schaffer

Josh Schaffer
BOARD CHAIR



Clarence Hightower

Dr. Clarence Hightower
EXECUTIVE DIRECTOR

BOARD OF DIRECTORS

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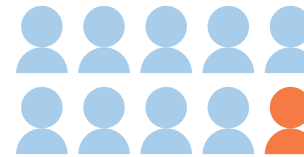
*Representing Minneapolis Council Member Jeremy Schroeder

**Representing Hennepin County Commissioner Chris LaTondresse

HENNEPIN COUNTY COMMUNITY PROFILE

1,281,600

Total County Population



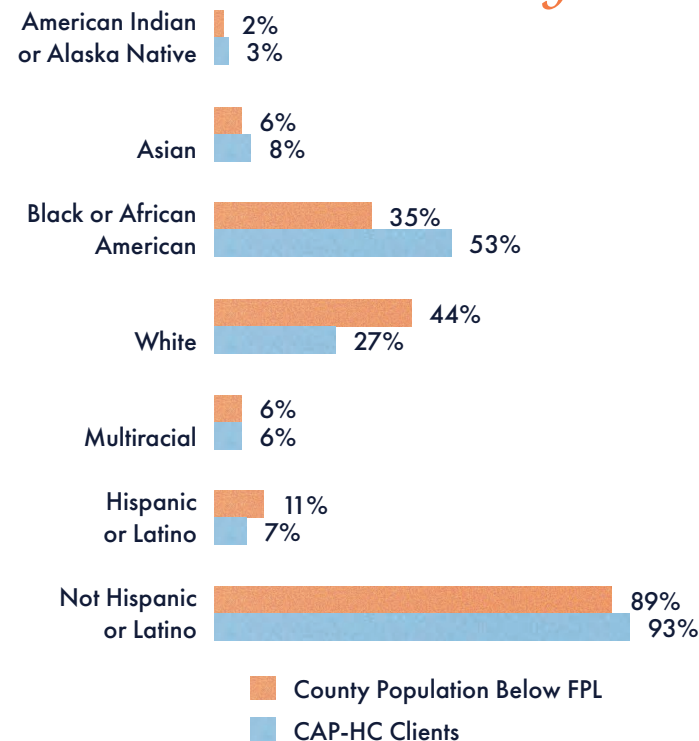
1^{IN}10

People are living at or below FPL.

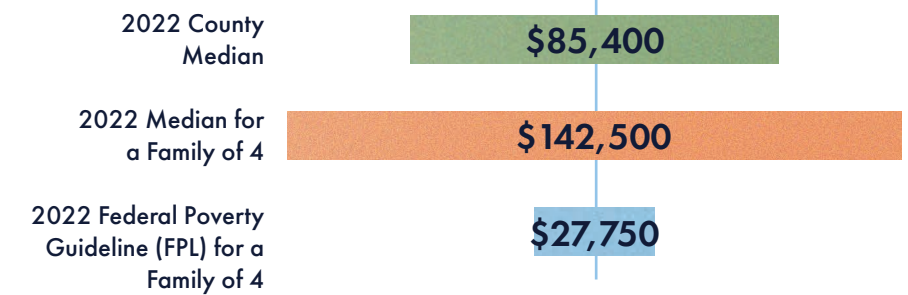
Gender

	Woman	Man	Nonbinary
County Population below FPL	54%	46%	no data available
CAP-HC Clients	58%	40.5%	1.5%

Race & Ethnicity



Annual Income



Age

	County Population below FPL	CAP-HC Clients
Under 18	28%	40%
18-64	62%	47%
65+	15%	13%

FEDERAL POVERTY LEVEL (FPL)

Each year, the U.S. Department of Health and Human Services sets federal poverty guidelines, often referred to as federal poverty level. These guidelines use annual household income to determine poverty status and income eligibility for certain federal programs. Income thresholds vary based on the number of people in a household.

[^]Unduplicated families as is allowable by databases. Sources: 2021 ACS 1-Year Estimates and 2017-2021 ACS 5-Year Estimates, U.S.Census Bureau; CSBG Annual Report, Federal Fiscal Year 2022

ENERGY & WATER SERVICES

Energy burden is defined as the proportion of household income spent on energy. In Minnesota, the average energy burden is two percent. For families with lower incomes, the average energy burden is eight percent. And some families face energy burdens over thirty percent.*



"[CAP-HC] helped our family get through such hard times. Our heater broke in below zero weather and someone was on call and answered our message and helped us get a new heater in a time that we really needed it. This program is a Blessing!!"

— Anonymous Energy Assistance and Energy-Related Repair Client

Community Action Partnership of Hennepin County's (CAP-HC's) largest program area is Energy & Water Services. In fact, CAP-HC is one of the largest energy assistance providers in Minnesota.

Four programs are included in this area:

- Energy Assistance – electricity and heating bill assistance grants paid to utility providers
- Crisis Assistance – utility bill assistance grants to utility providers for households with no income
- Energy-Related Repair – emergency repair or replacement of heating systems
- Water Assistance – water bill assistance grants paid to utility providers

In addition to ensuring families have warm, safe homes, this assistance often means that families don't have to choose between buying food and medicine or paying bills. Sometimes, this assistance is the only thing preventing a significant setback for families, like eviction.

CLIENT SPOTLIGHT

Vivien had been receiving emergency COVID-19 relief for food support. When that support ended, she was feeling overwhelmed trying to pay her electric and gas bills. "I found out about [CAP-HC] through Jewish Children and Family Services."

She applied for Energy Assistance and was approved. She calls the assistance a godsend saying, "the support I received through the program gives me a standard of living with dignity ... it has given me hope."

— Vivien, Energy Assistance Client



Client names, stories, photos, and quotes throughout this report are shared with permission.

*Source: Minnesota Compass

^Amount disbursed includes CARES funding

BY THE NUMBERS

 **15,949 Families**

improved energy efficiency and/or reduced energy burden in their homes.

 **\$22+ Million**

in Energy Assistance funds disbursed to support families with lower incomes.^

 **9,163 Families**

received Crisis Assistance that prevented a utility shutoff.

 **1,671 Families**

received Water Assistance that prevented a water disconnection.

 **\$1+ Million**

in Water Assistance funds disbursed to support families with lower incomes.^

 **343 Families**

experienced improved health and safety due to improvements to their homes.



CLIENT SPOTLIGHT

One thing that makes CAP-HC's anti-poverty work unique is that our suite of services meet people wherever they are on their journey to self-sufficiency—from navigating crisis situations to building prosperity. This often means that people are able to utilize multiple services, getting the support they need holistically.

Sheyenne initially sought out CAP-HC for Energy Assistance. Then she turned to our Rental Counseling Program for help.

"My experience with CAP-HC has exceeded expectations. [Both programs have] not only helped my family through tough times, but have done so with grace. I felt like the employees genuinely cared about making our situation better.

Thank you!"

— Sheyenne (pictured at left),
Energy Assistance and
Rental Counseling Client



HOUSING STABILITY

In Hennepin County, more than 145,000 households are housing burdened.[^] A household is defined as being housing burdened if more than 30% of their income goes toward housing. Households that are housing burdened may have difficulty being able to afford necessities like food and health care. Whether a client is experiencing homelessness, is struggling to make rent or mortgage payments, or is looking for educational resources, CAP-HC can help.

As one of the most important basic needs, Housing Stability is another significant area of focus for CAP-HC's programming. CAP-HC has four Housing Stability programs and services:

- Rapid Rehousing—helps people experiencing homelessness move into safe, affordable housing and provides counseling, case management, and wraparound services to assist with other basic needs

- Emergency Rental Assistance—based on each renter's needs, provides financial assistance for past-due rent, security deposits, or first-month's rent
- Renter's Rights Workshops—renters can attend these workshops designed to help them avoid eviction and understand their rights and responsibilities as tenants
- Rental Counseling—renters receive personalized counseling from HUD-certified* Housing Counselors, which may include developing a budget, determining eligibility for Rental Assistance, learning about good rental practices, and more

When families can find and keep safe, stable housing, they experience less stress and better health overall. Stable housing also reduces exposure to domestic violence and food insecurity while improving self esteem and well-being, among many other positive outcomes.

[^]Source: Minnesota Energy Data Dashboard, May 2022, Department of Commerce
*U.S. Department of Housing and Urban Development

BY THE NUMBERS

 **244 Families**
avoided eviction.

 **20 Families**
obtained safe, affordable housing.

 **19 People**
attended Rental Workshops and/or received Rental Counseling.

HEALTHCARE

Another factor that can keep people mired in financial hardship is healthcare. Barriers like lack of access to healthcare and the high cost of healthcare challenge families with lower incomes to stay healthy and keep up with bills and other basic needs.

CAP-HC's MNsure Application Assistance Program helps people get the healthcare they need. Through this program, trained CAP-HC staff help eligible Hennepin County residents apply for low-cost health insurance options, explore potential tax credits, and provide support through the application process.

BY THE NUMBERS



31 Families
received MNsure Application Assistance.



CLIENT SPOTLIGHT

Out of work due to COVID-19, Tyanna was facing eviction. She reached out to CAP-HC for Emergency Rental Assistance. “[The program] helped me get caught up on some past due rent so my children and I wouldn’t be homeless.”

Later, Tyanna was having car trouble. Her vehicle had become unreliable for getting her children to school and daycare. “It was expensive to get my car repaired, but the Vehicle Repair Program was able to help me.”

“I had to take a Financial Wellness Class in order to receive the car repair services and I really appreciated that. I feel more empowered after taking the Financial Wellness Class and having the information I now have. I am in a more stable place because of CAP-HC. I’m thankful for the services that CAP-HC provides and I’m honored to serve on their Board of Directors to help others in the community.”

— Tyanna, Emergency Rental, Vehicle Repair, and Financial Wellness Client



“[My experience] with Tax Assistance was wonderful. [CAP-HC] helped me file for rent credit for the first time. I can’t thank [you] enough for [your] commitment to help me and others in the community.”

—Anonymous Energy Services and Tax Assistance Client

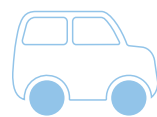
TRANSPORTATION SERVICES

Transportation is another factor that can have sweeping effects on the lives of people with lower incomes. Safe, reliable transportation is important for getting to work, healthcare appointments, and getting children to school. Yet clients often name the high cost of vehicle ownership—both for insurance and for repairs—as a barrier.

Our Transportation Services in 2022 included three programs:

- Vehicle Repair—provides people with financial assistance for auto repairs, ensuring they have safe and reliable transportation
- Vehicle Insurance Assistance—supports families experiencing a COVID-related financial crisis by providing car insurance assistance
- Transportation Assistance—supports families experiencing a COVID-related financial crisis by providing fuel cost and mass transit assistance for lapses in their primary mode of local transportation

BY THE NUMBERS



87

Families

received Vehicle Repair Assistance.



48

Families

received Auto Insurance Assistance.



65

People

received Transportation Assistance.

BUILDING TOWARD PROSPERITY

FINANCIAL SERVICES

FINANCIAL WELLNESS

Supporting people with lower incomes through crisis situations and helping them meet their basic needs is often the most urgent part of breaking the cycle of poverty. But it’s only part of the solution. To lift themselves out of poverty, families also need to learn skills and have opportunities that help them build toward prosperity.

Balancing debt management, everyday expenses, and planning for the future, can be a big challenge. Through CAP-HC’s Financial Wellness services, people learn the skills they need to become more confident about making the right financial decisions for them. They can be more prepared for unplanned expenses when they arise and pave their own path to living prosperous lives.

Our Financial Wellness services include:

- Financial Wellness Workshops—clients learn about budgeting, managing credit, building assets, and more to become financially secure
- Financial Wellness Counseling—clients receive free, personalized guidance that helps them reach their financial goals

TAX ASSISTANCE

The IRS’ Volunteer Income Tax Assistance (VITA) Program has operated for over 50 years through partner providers like CAP-HC. Each tax season, eligible families receive free preparation and e-filing for federal, state, and property taxes from IRS-certified volunteers. The program helps families maximize their tax credits while minimizing their expenses.

BY THE NUMBERS



63

People

attended Financial Wellness Workshops and/or received Financial Wellness Counseling.



124

Families

received assistance preparing and filing their tax returns.

EMPLOYMENT SERVICES

For many people with lower incomes, obtaining a higher-wage job can be truly life changing. In our 2020 Community Needs Assessment, 96% of survey respondents indicated that their incomes did not meet the average cost of living in Hennepin County.

To meet this community need, CAP-HC launched Employment Readiness Counseling in 2021 to help people overcome employment barriers. Since then, two more programs have been added to our Employment Services – Job Retention Workshops and the Getting Ahead Program:

- Employment Readiness Counseling – clients work individually with staff, receiving resumé support, interview training, and assistance finding job leads
- Job Retention Workshops – clients receive training to help them maintain employment
- Getting Ahead Program – for 16 weeks, participants meet to discuss the causes of poverty and make a plan to build toward self-sufficiency

In the future, CAP-HC plans to add even more Employment Services to help people find and maintain living-wage employment.

BY THE NUMBERS

 **41**
People

*participated in
Employment Services
programs.*

 **15**
People

*obtained
employment.*



HOMEBUYER SERVICES

When families with lower incomes are struggling to meet their basic needs, it's difficult to set aside money for long-term savings and investments. This is one of the main reasons the cycle of poverty repeats itself from generation to generation. As children in families with lower incomes grow up, they are less likely to qualify for higher-paying jobs. As adults with children of their own, they find themselves in the same position as their parents were – struggling to meet their basic needs.

Homeownership is one of the best ways to build generational wealth, wealth that grows and supports future generations. Financially, homeownership helps build good credit, may result in paying lower taxes, and over time, the home will grow in value. In addition, homeownership

provides a permanent residence and helps people build a sense of community. CAP-HC's Homebuyer Services help future homebuyers plan for this big step toward prosperity.

Our Homebuyer services include two programs:

- Homebuyer Workshops – future homebuyers can attend these interactive workshops designed to help them determine mortgage readiness, make a plan, and prepare for homeownership using the Home Stretch curriculum developed by Minnesota Homeownership Center
- Homebuyer Counseling – future homebuyers receive personalized counseling from HUD-certified* Housing Counselors for help reaching their homebuying goals

BY THE NUMBERS



21
People

*attended Homebuyer
Workshops and/or
received Homebuyer
Counseling.*

*U.S. Department of
Housing and Urban
Development



Getting Ahead cohort members at their December 2022 graduation with CAP-HC staff member, Carmen Mask (back row, fourth from left).

OUR FINANCIALS

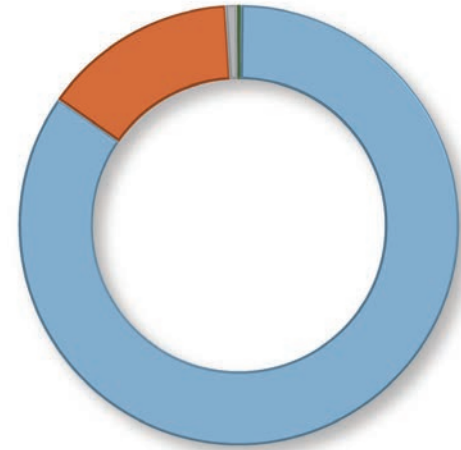
Consolidated Statement of Financial Position*

ASSETS		
Cash	\$237,019	24.4%
Receivables	406,852	41.9%
Prepaid Expenses	101,849	10.5%
Property & Equipment, Net	7,950	0.8%
Right-of-Use Assets – Operating Leases	217,886	22.4%
TOTAL ASSETS	\$971,556	100.0%
LIABILITIES & NET ASSETS		
Payables	\$189,074	19.5%
Accrued Expenses	80,879	8.3%
Grant Advances	146,767	15.1%
Operating Lease Liabilities	195,553	20.1%
Assets without Donor Restriction	276,702	28.5%
Assets with Donor Restrictions	82,581	8.5%
TOTAL LIABILITIES & NET ASSETS	\$971,556	100.0%

Consolidated Statement of Activities*

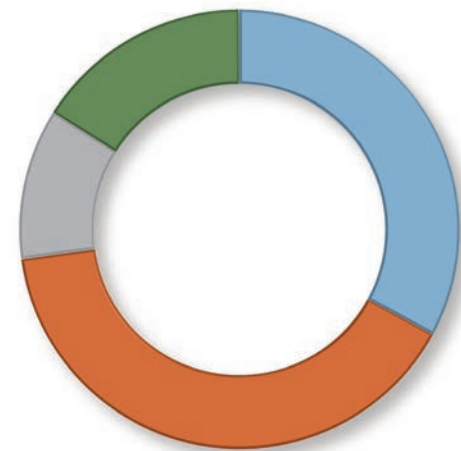
REVENUE		
Federal Government Grants	\$6,117,643	85.0%
State and Other Government Grants	980,516	13.6%
Corporate, Foundations, & Other Grants	90,798	1.3%
Program Service Fees	7,203	0.1%
Other Revenue	165	0.0%
TOTAL REVENUE	\$7,196,325	100.0%
EXPENSES		
Client Services	\$3,256,422	45.0%
Energy Assistance Program	2,212,669	30.6%
Planning & Development	664,393	9.2%
Management & General	1,105,316	15.3%
TOTAL EXPENSES	\$7,238,800	100.0%
CHANGE IN NET ASSETS	(\$42,475)	

REVENUE



- Federal Government Grants
- State & Other Government Grants
- Corporate, Foundations, & Other Grants
- Program Service Fees
- Other Revenue

EXPENSES



- Client Services
- Energy Assistance Program
- Planning & Development
- Management & General

THANK YOU



FUNDERS



PARTNERS

- A Mother's Love Initiative
- Apadana
- Beacon Interfaith Housing Collaborative
- Bridging Inc.
- CAPLAW
- Catholic Charities
- Change Inc.
- City of Minneapolis
- Community Action Partnership of Ramsey & Washington Counties
- Edina Community Council
- Elder's Street Council
- Envision Greatness, LLC
- First Independence Bank
- Help at Your Door
- Hennepin County Library
- Hennepin South Services Collaborative
- Homes for All
- ICA Food Shelf
- Imagine Deliver
- Lutheran Social Services
- Men Are Responsible to Cultivate Hope
- Midwest Renewable Energy Association
- Minneapolis Public Schools
- Minneapolis Redesign
- Minneapolis Urban League
- Minneapolis Youth Coordinating Board
- Minneapolis Water Department
- Minnesota Asset Building Coalition
- Minnesota Community Action Partnership
- Minnesota Council of Churches
- Minnesota Council of Nonprofits
- Minnesota Spokesman-Recorder
- Minnetonka Family Collaborative
- Minnetonka Target
- MRA - The Management Association
- National Community Action Partnership
- National Community Action Foundation
- National Programming Network
- New Salem Missionary Baptist Church
- Northwest Family Resource Collaborative
- Orono Healthy Youth Family Services Collaborative
- Parents in Community Action Head Start
- Partners for Healthy Kids
- Powderhorn Park Neighborhood Association
- Prepare + Prosper, FAIR Banking Program
- People Reaching Out to People
- Robbinsdale Redesign
- Sabathani Community Center
- Salvation Army
- Schools & Communities in Partnership
- St. Anthony New-Brighton Family Services Collaborative
- St. Louis Park Family Services Collaborative
- Sustainable Resource Center
- The Link
- Twin Cities Habitat for Humanity
- Twin Cities Road Crew
- Urban Homeworks
- Urban Ventures
- Volunteers Enlisted to Assist People
- Volunteers of America of Minnesota
- Waite House
- We Push for Peace
- WeCAN Food Shelf
- Westonka Healthy Community
- Williams AV
- YouthPrise
- Zion Baptist Church

*For year ended December 31, 2022



**Helping people with lower
incomes stabilize and lift
themselves out of poverty.**



Community Action
Partnership of Hennepin County

**8800 Highway 7, Suite 401
Saint Louis Park, MN 55426
caphennepin.org**