



**Community Action**  
Partnership of Hennepin County

# 2023 ANNUAL REPORT



# TABLE OF CONTENTS

- 3 **A Message from Leadership**
- 4 **Mission & 2023-2025 Strategic Plan**
- 5 **Community Profile**
- 6 **Addressing Immediate Needs**
- 11 **Building toward Prosperity**
- 14 **Our Financials**
- 15 **Thank You to Our Funders & Partners**



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



1964



2024



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

# A MESSAGE FROM LEADERSHIP

Dear friends,

As a valued member of Community Action Partnership of Hennepin County's (CAP-HC's) community, we're pleased to share our 2023 Annual Report with you. The report summarizes our initiatives and achievements in 2023 which were shaped by the evolving needs of people with low income.

CAP-HC is an independent nonprofit organization and proud member of the National Community Action Network. All 1,000+ member organizations are committed to poverty reduction. But because each community's needs are different, each Community Action organization must also be different – providing programs and services that address the *specific* factors that cause and reinforce poverty in the community they serve.

To ensure that organizations are responsive to the changing needs of their communities, member organizations conduct a Community Needs Assessment (CNA) every three years and use what they learn to create a strategic plan every three to five years. CAP-HC completed our most recent CNA in 2022 and used those learnings to inform our ambitious 2023-2025 Strategic Plan. You'll find a summary of the plan on page 4.

The strategic plan shaped CAP-HC's actions in 2023, including a major relocation project to provide greater geographical access to our services countywide. First, we opened new offices in Brooklyn Park and Bloomington. Then our Minneapolis location, previously a satellite office for Energy Assistance clients, was expanded so that all three locations support all of our programs and services.

Through these three locations, our suite of more than a dozen programs, and our caring staff, CAP-HC was able to serve more than 20,100 families with low income. These families include more than 48,900 children and adults who reached out for help. Because of our community of friends and supporters – people like you – we were able to answer: "Yes, how can we help you?"

Thank you for your commitment to CAP-HC's mission. Together, we will navigate the challenges ahead as we live into our shared vision of a community where all individuals have the opportunity to thrive.

Warm regards,



  
Josh Schaffer  
**BOARD CHAIR**



  
Dr. Clarence Hightower  
**EXECUTIVE DIRECTOR**

## BOARD OF DIRECTORS

Josh Schaffer, Chair  
\*Allen Rezac, Vice Chair  
Tyanna Bryant, Secretary  
Kevin Myren, Treasurer  
Naweed Ahmadzai  
Commissioner Kevin Anderson  
Victoria Chambers,  
Member-at-Large  
Councilmember Aisha Chughtai  
Justin Gillette  
Falilatou Iniwe  
Jim Lehman  
Detra Miller  
Samsam Mohamed  
Solomon Ogunyemi  
^Dominique Pierre-Toussaint  
Glaiza Regis  
Kathilyn Solomon  
Antanisha Spears  
Councilmember LaTrisha Vetaw  
Jeffrey A. Washburne  
Tonja West-Hafner  
Miles Wilson

## STAFF LEADERSHIP

Clarence Hightower, Ph.D.,  
Executive Director  
Todd Blooflat, Chief  
Financial Officer  
Shanelle Hall, Director of  
Client Services  
Kendra Krolik, Chief Strategy  
and Advancement Officer  
Gayle Peters, Chief Human  
Resources Officer  
Tammy Stauffer, Director of  
Energy Assistance Programs

\* Representing Hennepin County  
Commissioner Marion Greene  
^ Representing Hennepin County  
Commissioner Chris LaTondresse

# MISSION & 2023-2025 STRATEGIC PLAN

## VISION

Hennepin County without poverty.

## MISSION

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

## VALUES



Building Relationships



Creating Opportunity



Eliminating Barriers



Equity and Inclusion



Strengthening Community



Responsible Stewardship

## 2023-2025 STRATEGIC PLAN

Every three years, Community Action Partnership of Hennepin County (CAP-HC) creates a strategic plan. The process begins by gathering input from the community. Then staff and board members work together to create a plan that is responsive to community voices and needs.

CAP-HC's 2023-2025 Strategic Plan shaped our actions in 2023 and will continue to do so in 2024 and 2025. The five key focus areas of the plan are:

- Aligning Program Operations for Community Impact** – Center human dignity in the delivery of programs focused on short and long-term collective impact
- Building Community Wealth Through Collaboration** – Promoting an environment for community prosperity that maximizes resource access for all
- Affecting Policy to Build Momentum for Systemic Change** – Addressing the root causes of poverty as a collective effort
- Activating Change through Robust Funding Development** – Diversify funding and grow unrestricted revenue to increase sustainability and maximize program flexibility and impact
- Investing in Team Members for a Thriving CAP-HC** – Foster a vibrant and positive environment where staff can expand their capabilities and utilize their unique advantages as they further our mission

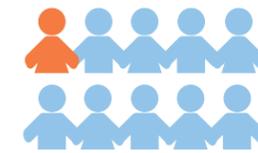
# COMMUNITY PROFILE

## 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 household income and the number of people in the household to determine poverty status and eligibility for certain assistance programs.

**1,281,600**

Total County Population



**1 in 10**

People Are Living below FPL



**48,900+**

Children and Adults Served

## Location

	Minneapolis	Suburban Hennepin County
County Population below FPL	53%	47%
CAP-HC Clients	47%	53%

## Gender

	Woman	Man	Nonbinary
County Population below FPL	53.5%	46.5%	no data available
CAP-HC Clients	59%	41%	no data available

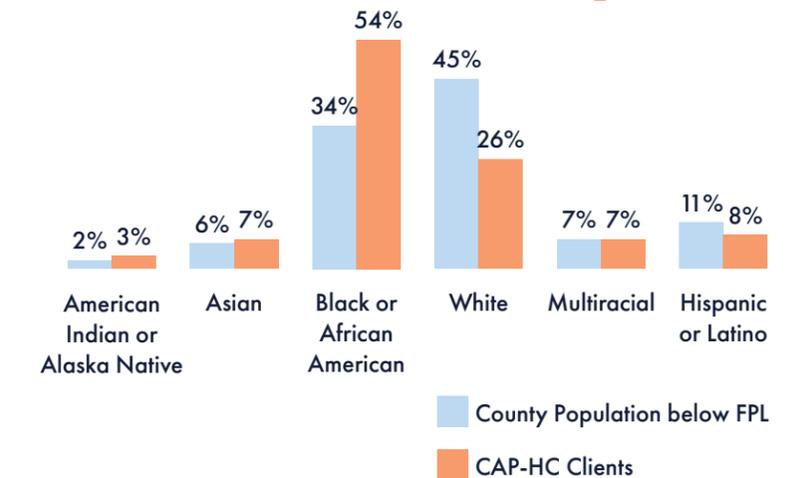
## Age

	Under 18	18-64	65+
County Population below FPL	25%	63%	12%
CAP-HC Clients	37%	45%	18%

## Annual Income

County Median	\$89,400
Median for a Family of 4	\$171,765
FPL for a Family of 4	\$30,000

## Race & Ethnicity



*\*Unduplicated families as of June 30, 2024 as allowable by databases.  
Sources: 2020 Decennial Census Data and 2022 ACS 1-Year Estimates, U.S. Census Bureau; CSBG Annual Report, Federal Fiscal Year 2023; CAP-HC's 2023 Program Data Report*

# ADDRESSING IMMEDIATE NEEDS

## SHELTER, HEALTHCARE, AND TRANSPORTATION

What if your paycheck wouldn't cover these basic necessities *and* food for your family? In Hennepin County, more than 131,000 people are living this reality every day. And nearly a quarter of people living below poverty level are children under 18 years old.

Community Action Partnership of Hennepin County's (CAP-HC's) suite of services address the specific factors that cause and reinforce poverty in our community. For many of our clients, help from CAP-HC is the only thing preventing an eviction, homelessness, a utility disconnection, or even bankruptcy. At CAP-HC, we help our clients navigate crisis situations and become self-sufficient.

## ENERGY & WATER SERVICES

The average energy burden, the proportion of household income spent on energy, is two percent in Minnesota. Households with low income average an energy burden of eight percent with some facing energy burdens over thirty percent.\*

CAP-HC is one of the largest providers of energy assistance in Minnesota. Our Energy & Water Services reduce energy burden so that families don't have to choose between buying food and medicine or paying bills. It also ensures families have safe, warm homes through the coldest months of the year. And in some cases, the assistance prevents eviction due to disconnection.

**Energy Assistance**  
electricity and heating bill assistance grants paid to utility providers

**Crisis Assistance**  
utility bill assistance grants paid to utility providers for families with shutoffs or disconnection notices

**Energy-Related Repair**  
emergency repair or replacement of heating systems for homeowners

**Water Assistance**  
water bill assistance grants paid to utility providers



**"[The Energy Assistance Program] is such a blessing for those of us on fixed incomes struggling with the high cost of food, housing and medications. Thank you for this help."**

— Anonymous Energy Assistance Client

## 2023 HIGHLIGHTS



**20,099 Families**

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



**6,188 Families**

received Crisis Assistance that prevented a utility shutoff.



**\$18.9+ Million**

in Energy & Water Services assistance disbursed to support families with low income.



**1,710 Families**

received Water Assistance that prevented a water disconnection.



**315 Families**

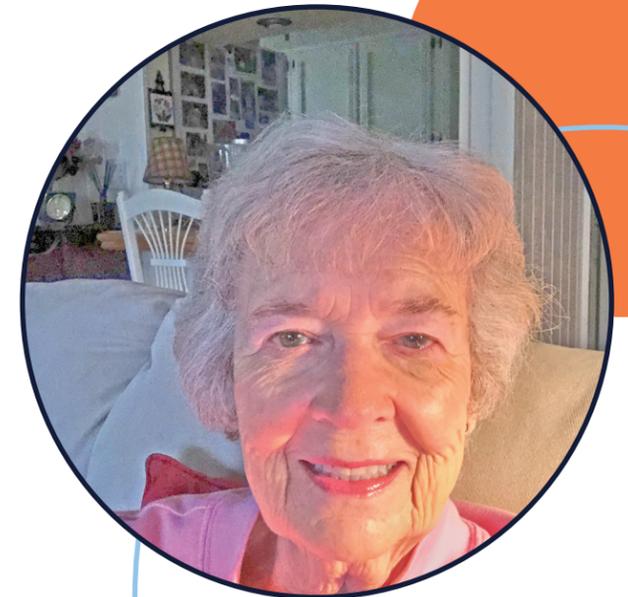
experienced improved health and safety due to improvements to their homes.

## SALLY'S STORY

Sally needed help with her utility bills. When a friend told her about CAP-HC, she applied for energy assistance. Sally said the assistance she received alleviated her stress, adding that the Energy Assistance Program is a "wonderful program for low-income seniors."

Later Sally's furnace wasn't working—a dangerous situation to be in during a Minnesota winter. In her hour of need she turned to our Energy-Related Repair Program. "CAP-HC has helped me in many ways ... most of all by putting a new motor on my furnace. I am so grateful that I can turn to CAP-HC and know that there is always someone who is happy to listen to me. [These programs have] made it possible for me to stay in my home."

— Sally, Energy Assistance and Energy-Related Repair Client, pictured at right



Client names, stories, photos, and quotes throughout this report are shared with permission.  
\*Source: Minnesota Energy Data Dashboard, May 2022, Department of Commerce



**“Thank you so much. Everyone struggles with their finances sometimes and the Rental Assistance program helped us in a time of need. This was a really helpful resource, and again we can’t thank you enough for your assistance.”**

— Kameisha, Emergency Rental Assistance Client

## HOUSING STABILITY

Having safe, stable housing is one of the most important basic needs for families. Those with stable housing experience less stress and improved mental and physical health than families without stable housing. Additionally, stable housing reduces exposure to domestic violence and food insecurity. Being in a stable home also supports educational opportunities for students and job opportunities for adults. Families who have these connections in their communities are more engaged, which leads to neighborhood stability and even lower crime rates.

These are only a few of the positive benefits the foundation of stable housing provides. However, more than 145,000 households in Hennepin County are housing burdened,\* meaning more than 30% of their income goes toward housing. Housing burdened households often have difficulty affording necessities like food and health care as they teeter on the edge of becoming unhoused. Through our housing stability programs, CAP-HC helps hundreds of families avoid eviction and stay in their homes each year.

**Emergency Rental Assistance** based on each client's needs, provides financial assistance for past-due rent, security deposits, or first-month's rent which is paid to the client's property manager

**Renter's Rights Workshops** clients attend workshops designed to help them avoid eviction and understand their rights and responsibilities as renters

**Rental Counseling** clients receive free, personalized guidance from HUD-certified^ Housing Counselors, which may include developing a budget, determining eligibility for Rental Assistance, learning about good rental practices, and more

\*Source: Minnesota Compass  
^U.S. Department of Housing and Urban Development

## HEALTHCARE

To help families with low income afford the healthcare they need, while also keeping up with their bills and other basic needs, CAP-HC has a MNsure Application Assistance Program. Trained staff members help eligible households determine their eligibility for low-cost health insurance, explore potential tax credits, and provide support throughout the application process.



### JONATHAN'S STORY

At age 35, Jonathan was certified as permanently disabled. He only had income from Social Security Disability Insurance. “Being on a fixed income ... with prices rising and with additional medical costs ... I had nowhere else to go.” Jonathan found out about CAP-HC from a nurse on his care team, and applied for Energy Assistance. He also sought help from our MNsure Application Assistance Program. He shared that getting help “eliminated a huge burden” that he had “no other way of addressing or resolving. [CAP-HC] literally saved my life ... Thank you so much ...”

— Jonathan, Energy Assistance and MNsure Assistance Client

### 2023 HIGHLIGHTS

 **432 Families**

avoided eviction and were able to remain in their homes or obtained safe, affordable housing.

 **11 People**

attended Rental Workshops and/or received personalized Rental Counseling.

### 2023 HIGHLIGHTS

 **45 Families**

received MNsure Application Assistance.

## TAX ASSISTANCE

For over 50 years, the IRS' Volunteer Income Tax Assistance (VITA) Program has operated through partners like CAP-HC. This program helps volunteers become IRS tax-law certified. Then certified volunteers provide eligible families with free preparation and filing for federal, state, and property taxes. The program serves people with disabilities, low income, limited English-speaking abilities, and seniors.

In addition to minimizing tax expenses and maximizing tax credits, families often share that the program reduced their stress levels and gave them a sense of relief.

### BERNER'S STORY

Berner didn't know what to do. She had to file her taxes, but was unsure how to go about it, and couldn't afford to go through a paid service. Then she heard about CAP-HC's free tax preparation through the VITA program. "At first when I came here, I was nervous. I didn't know the program or what to do, but they made me feel at ease. It was fast. It was professional ... I really appreciate the program [at CAP-HC]. Thank you so much!"

— Berner, VITA Program Client, pictured above



### 2023 HIGHLIGHTS



**64 Families**

received assistance preparing and filing their tax returns.



**514 Hours**

of volunteer time spent supporting VITA families.

## VEHICLE REPAIR

Established in 2015, CAP-HC's Vehicle Repair Program ensures that families have safe, reliable transportation to work, healthcare appointments, getting children to school, and more. Vehicle Repair clients also complete Financial Wellness Workshops to help them create a budget (including vehicle maintenance) and manage their money efficiently and effectively.

### 2023 HIGHLIGHTS



**97 Families**

received Vehicle Repair Assistance to ensure safe, reliable transportation.



"My car was in very bad shape and I had no way to pay for the repairs. I heard about CAP-HC from Social Services. [CAP-HC] helped me get all the car repairs I needed and four new tires. I cannot express how thankful I am that CAP-HC could achieve this for me."

— Wes, Vehicle Repair Client

## BRIDGING OPPORTUNITY GAPS

Everyone's journey out of poverty is different. Sometimes, people need help stabilizing before they can become self-sufficient. Others may have stabilized, but lack opportunities to learn skills to lift themselves out of poverty. CAP-HC helps families increase economic stability *and* build toward prosperity through programming that addresses opportunity gaps in Hennepin County. As community needs change, one of the ways we ensure responsive program design is by conducting a Community Needs Assessment every three years.

In our most recent Community Needs Assessment, community members talked about their desire to break the cycle of revisiting services to make ends meet, acknowledging that systemic barriers impede their progress toward financial stability. To break this cycle, economic instability must be uprooted through long-term wealth building. CAP-HC's prosperity services break the poverty cycle by providing educational and skills-building opportunities that help people build wealth and pave their path to prosperity.

## HOMEBUYER SERVICES

Homeownership continues to be one of the best ways for families with low income to build wealth. Not only does homeownership bring all the benefits of housing stability, it also builds good credit, can result in lower taxes, and builds generational wealth as homes typically increase in value over time.

Through CAP-HC's Homebuyer Counseling program, clients receive free, personalized guidance from HUD-certified\* Housing Counselors to help them reach their homeownership goals. Counseling is based on each client's needs and may include developing a budget, creating a credit improvement plan, walking through the mortgage process, identifying mortgage loans and down payment assistance programs, and more.

### 2023 HIGHLIGHTS



**5 People**

received personalized Homebuyer Counseling to help them reach their homeownership goals.

## FINANCIAL SERVICES

Through CAP-HC's Financial Services, individuals and families learn important skills such as debt management, how to make a budget, and balancing expenses with asset building. With this knowledge, our clients can achieve economic stability and lift themselves out of poverty.

**Financial Wellness Workshops** clients learn about budgeting, managing their credit, building their assets, and more to become financially secure

**Financial Wellness Counseling** clients receive free, personalized guidance to help them reach their financial goals

### 2023 HIGHLIGHTS



**308 Families**

attended Financial Wellness Workshops and/or received personalized Financial Wellness Counseling to improve their financial well-being.

\*U.S. Department of Housing and Urban Development



### PHILLIP'S STORY

For Phillip, going through the Employment Readiness Program not only helped him get a job, but also improved his well-being. "I was completely overwhelmed with writing cover letters," Phillip shared. "I was sad and anxious about the process of going online and applying for jobs." Then someone referred him to CAP-HC. He said, "[CAP-HC staff] helped me build my resumé and cover letters. I applied for jobs and got interviews. I was able to be more comfortable applying for jobs on my own. I recently got a job ..."

With less anxiety and more confidence, Phillip is thinking about how to achieve his future goals. "I want to continue to work with CAP-HC to build my skills and get more training."

— Phillip, Employment Readiness Client, pictured at left



## EMPLOYMENT SERVICES

CAP-HC's newest area of focus is Employment Services. Launched in November 2021 in response to input from the community, our employment programming focuses on helping people find and keep living-wage jobs as well as building their skills for job advancement.

### Job Readiness Workshops

clients receive assistance with resumé writing, completing job applications, interview preparation, and training to help them maintain employment

### Employment Readiness Counseling

staff work individually with clients providing resumé support and interview training as well as help finding job leads

### Getting Ahead

cohorts of up to 10 people meet for 16 weeks to discuss the causes of poverty, make a plan to build toward self-sufficiency, and sharpen their leadership skills so they can bring what they learn back to their communities

### 2023 HIGHLIGHTS



**71**  
**People**

participated in Employment Services programs.



**12**  
**People**

obtained employment.

## EMPOWERING COMMUNITIES IN HENNEPIN COUNTY

In July of 2023, CAP-HC received a \$5.7 million grant from the Minnesota Department of Employment and Economic Development (DEED). This grant is part of a transformative initiative aimed at addressing multiple community needs – such as employment, education, and social equity – across the Twin Cities and surrounding counties. Over the two-year grant period, CAP-HC is expanding its reach and impact by partnering with two North Minneapolis-based organizations to support an array of programs that promote community development and empowerment, including pre-employment readiness training, certificate training, career exploration, financial wellness, community outreach, and more. The two grassroots organizations, A Mother's Love and Salem, Inc., were chosen as subgrantees for this initiative by the Minnesota Legislature. Both organizations have close ties to their communities and proven track records of positively impacting residents most in need, especially at-risk youth and African Americans.

While it is early to quantify the impact of this initiative, the programs and people it supports have the potential to make significant strides in building a stronger, more equitable community in Hennepin County and beyond.

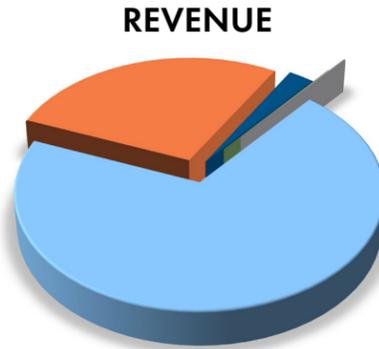
# OUR FINANCIALS

## OUR LOCAL ECONOMIC IMPACT

In 2023, CAP-HC, along with our partners and funders, remitted more than \$19.6 million in utility, rent, and car repair payments on behalf of our clients, reducing economic burden on families with low income while strengthening the local economy.

### CONSOLIDATED STATEMENT OF FINANCIAL POSITION \*

Assets		
Cash	\$ 26,344	0.9%
Receivables	1,228,011	43.3%
Prepaid Expenses	179,116	6.3%
Property & Equipment, Net	2,737	0.1%
Right-of-Use Assets – Operating Leases	1,400,946	22.4%
<b>TOTAL ASSETS</b>	<b>\$2,837,154</b>	<b>100.0%</b>
Liabilities & Net Assets		
Payables	\$ 865,667	30.5%
Accrued Expenses	85,413	3.0%
Grant Advances	121,185	4.3%
Operating Lease Liabilities	1,395,252	49.2%
Assets without Donor Restriction	287,901	10.1%
Assets with Donor Restrictions	81,736	2.9%
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$2,837,154</b>	<b>100.0%</b>



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

### CONSOLIDATED STATEMENT OF ACTIVITIES \*

Revenue		
Federal Government Grants	\$5,332,118	85.0%
State & Other Government Grants	2,093,862	27.5%
Corporations, Foundations, & Other Grants	188,722	1.3%
Program Service Fees	3,682	0.0%
Other Revenue	7,675	0.1%
<b>TOTAL REVENUE</b>	<b>\$7,626,059</b>	<b>100.0%</b>
Expenses		
Client Services	\$1,763,049	23.2%
Energy Services	3,160,856	41.5%
Planning & Development	607,917	8.0%
Direct Appropriation	892,434	11.7%
Management & General	1,191,449	15.6%
<b>TOTAL EXPENSES</b>	<b>\$7,615,705</b>	<b>100.0%</b>
<b>CHANGE IN NET ASSETS</b>	<b>\$ 10,354</b>	



- Client Services
- Energy Services
- Planning & Development
- Direct Appropriation
- Management & General

\*For year ended December 31, 2023

# THANK YOU

## PARTNERS

A Mother's Love Initiative  
 Bridging Inc.  
 CAPI  
 CAPLAW  
 Edina Community Council  
 First Independence Bank  
 Hennepin County Adult Corrections Facility  
 Hennepin County Library  
 Hennepin South Services Collaborative  
 Homes for All  
 ICA Food Shelf  
 Imagine Deliver  
 Inver Hills  
 Jericho Road  
 LSG Sky Chefs  
 Lutheran Social Services  
 Minneapolis/St. Paul Airport  
 Minnesota Asset Building Coalition  
 Minnesota Community Action Partnership  
 Minnesota Council of Nonprofits  
 Minnetonka Family Collaborative  
 National Community Action Foundation  
 National Community Action Partnership  
 Normandale Community College  
 Northwest Family Resource Collaborative  
 Orono Healthy Youth Family Services Collaborative  
 Parents in Community Action Head Start

Partners for Healthy Kids  
 Prepare + Prosper  
 People Reaching Out to People  
 Robbinsdale Redesign  
 Sabathani Community Center  
 Salem, Inc.  
 Somali Community Center of Minnesota  
 Schools & Communities in Partnership  
 St. Anthony New-Brighton Family Services Collaborative  
 St. Louis Park Family Services Collaborative  
 Sustainable Resource Center  
 The Lift Garage  
 Twin Cities Habitat for Humanity  
 Twin Cities Road Crew  
 Twin Cities Urban League  
 Unify Aviation  
 Urban Ventures  
 Volunteers Enlisted to Assist People  
 We Push for Peace  
 WeCAN Food Shelf  
 Westonka Healthy Community  
 WFS Express  
 Williams AV  
 YouthPrise  
 Zion Baptist Church

## FUNDERS



## **Community Action**

Partnership of Hennepin County  
7101 Northland Circle N, Suite 123  
Brooklyn Park, MN 55428

MAIL PANEL

