

# CAPLP

Lakes & Prairies Community Action Partnership

## 2019 Annual Report





# 2019 A Year in Review

We are proud of the amazing work that our entire team at CAPLP accomplishes every day to ensure that we achieve our mission to: ***“Eliminate poverty by empowering families and engaging communities.”*** Our organization provides services through three main divisions: Head Start, Housing, and Economic Empowerment. Within these divisions our team provides over 30 programs and services that work together toward our mission. While CAPLP has been doing this work since the War on Poverty began over 55 years ago, we continue to adapt and respond to the changing needs in the communities we serve.

Over the past year, CAPLP takes pride in persistently being an essential community partner in providing services to low-income families across Clay and Wilkin Counties in Minnesota. While we continue to provide essential community services such as Head Start, Child Care Aware, Affordable Housing, and VITA Tax Site, we have also expanded to provide several new services. CAPLP recently launched several new programs: Refugee Resettlement services to assist refugees in successfully navigating our complex systems and Rural Routes senior transportation services to connect seniors that reside in rural Clay County to door-to-door transportation. We have also expanded our senior services to provide support to keep seniors living independently as long as possible. Lastly, we now provide expanded Workforce Development programming to assist households in securing living wage employment.

In addition to the new programming that has been implemented, CAPLP has fully embraced the Whole Family Approach to providing services to families in need in our community. This approach focuses on meeting the needs and overcoming the obstacles of each member of a family. We have recently added a Whole Family Coordinator to synchronize the agency-wide implementation of this approach, as well as a Whole Family Resource Navigator who serves as a first point of contact for our community members in need. We have begun piloting a “No Wrong Door” Assessment Tool and plan to implement this tool agency wide. This approach ensures we are providing bundled services to households which has been proven to be most effective at lifting families out of poverty.

CAPLP continues to work toward our broad agency-wide goals that are outlined in our five-year Strategic Plan:

- 1. Individuals and families with low incomes are stable and achieve economic security.***
- 2. Communities where people with low incomes live are healthy and offer economic opportunity.***
- 3. People with low incomes are engaged and active in building opportunities.***
- 4. Increase agency capacity to support program operations.***

As we look toward 2020, we will complete a new Community Assessment that will guide a new Strategic Planning process and carry our organization into the next five years. Our team lives our vision each day by being a strong, responsive organization that provides hope and life changing opportunities for people to help themselves and each other. Thank you to each and every person that contributes their time, talents, and treasures to help us in our journey! You are truly:

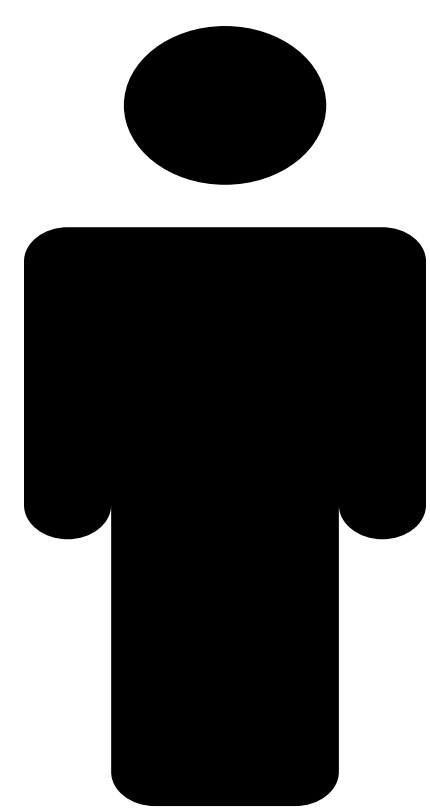
***Helping People. Changing Lives.***

***Lori Schwartz, Executive Director***

***James Hamer, Board Chair***



# 2019 By the Numbers



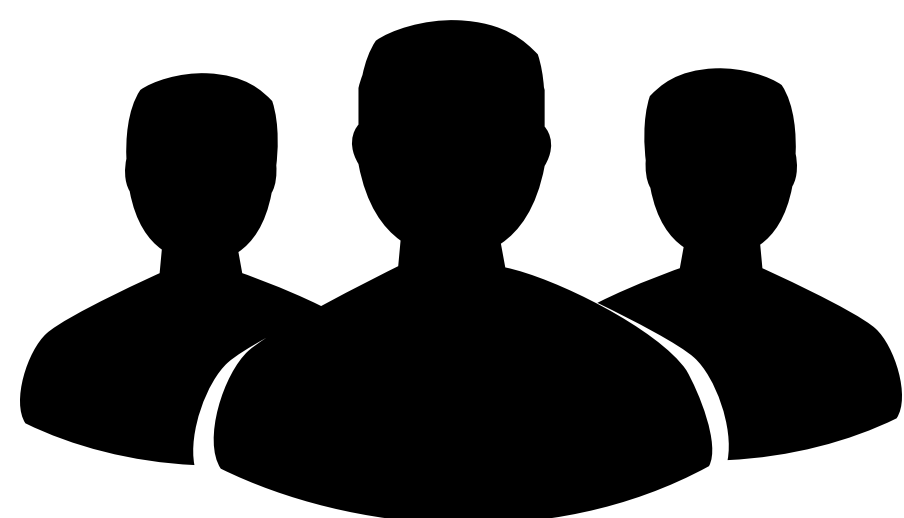
**Clients Served:** In 2019, our agency served 4,519 people including

**1,719** Children  
**629** Senior Citizens  
**1,891** Families



**Early Childhood Education:** Supports Early Childhood Educators & families in need of child care

**883** Hours of training provided to Early Childhood Educators  
**541** Children received a child care subsidy to pay for care



**Community Engagement:** CAPLP believes in helping everyone who reaches out

**17,586** Referrals were provided to help connect people to resources  
**2,042** People received education and access to voting



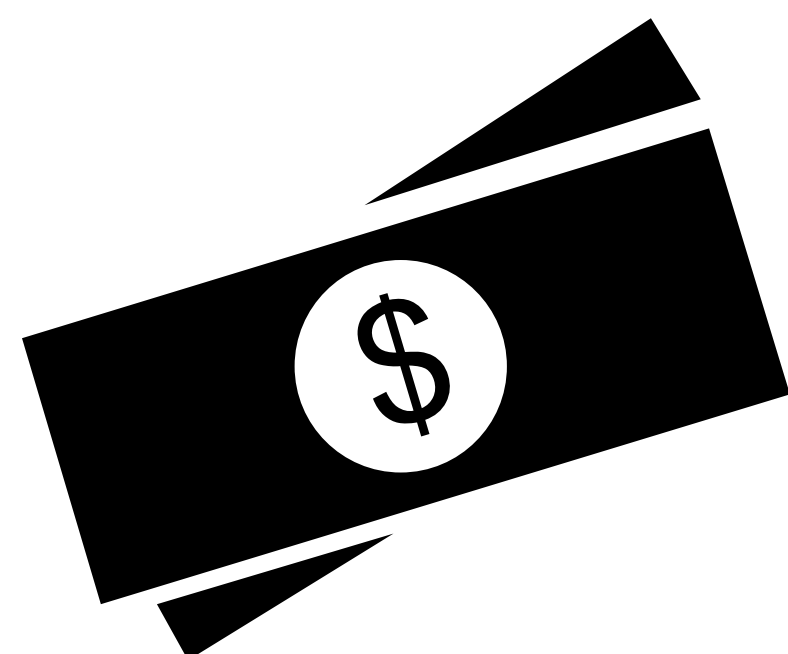
**Development:** CAPLP programs helped people get to work

**106** Unemployed youth & adults obtained a job  
**16** People achieved living wage employment through our Workforce Development Program



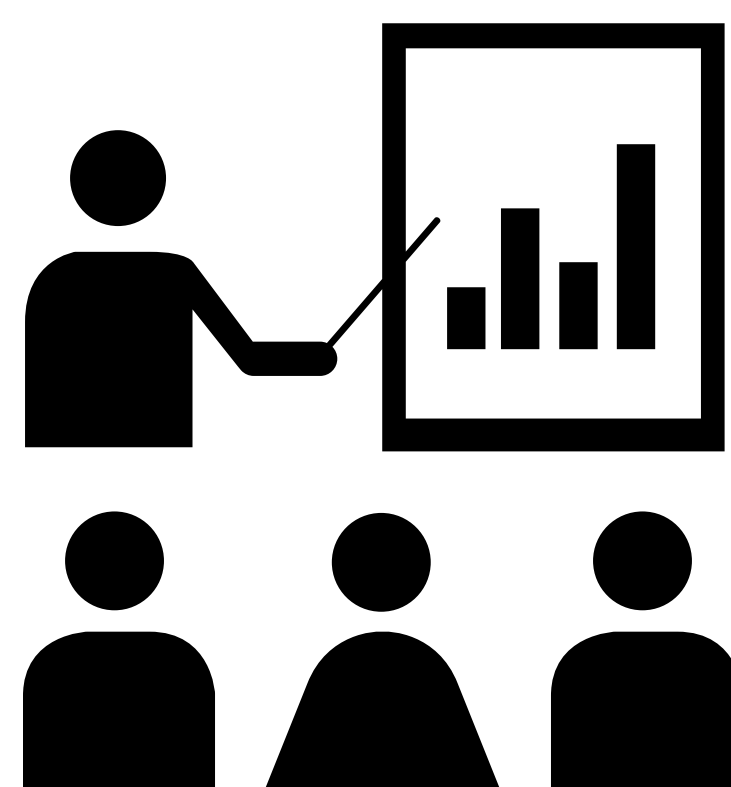
**Health:** CAPLP programs support healthy families

**569** People accessed health insurance options counseling  
**475** Parents/caregivers improved their home environments



**Economic Security:** Programs help families achieve financial success

**552** Housing clients received financial coaching/counseling  
**40** People improved their credit score



**Staff Development:** CAPLP believes in investing in our team

**4,727** Hours of capacity building activities were provided for our team  
**11** Staff are Certified Community Action Professionals (CCAPs)



# Jamie's Story - CAPLP's Whole Family Approach

At CAPLP we believe we are better together because we coordinate services and collaborate across programs to better serve our community. Our Whole Family Approach focuses on the barriers each family member faces to help them move from barely surviving to fully thriving. Jamie found CAPLP by enrolling her youngest daughter in Head Start. While getting to know the family, the Head Start Teacher recognized Jamie's need for skill training and employment, so she referred her to our Workforce Development Program.



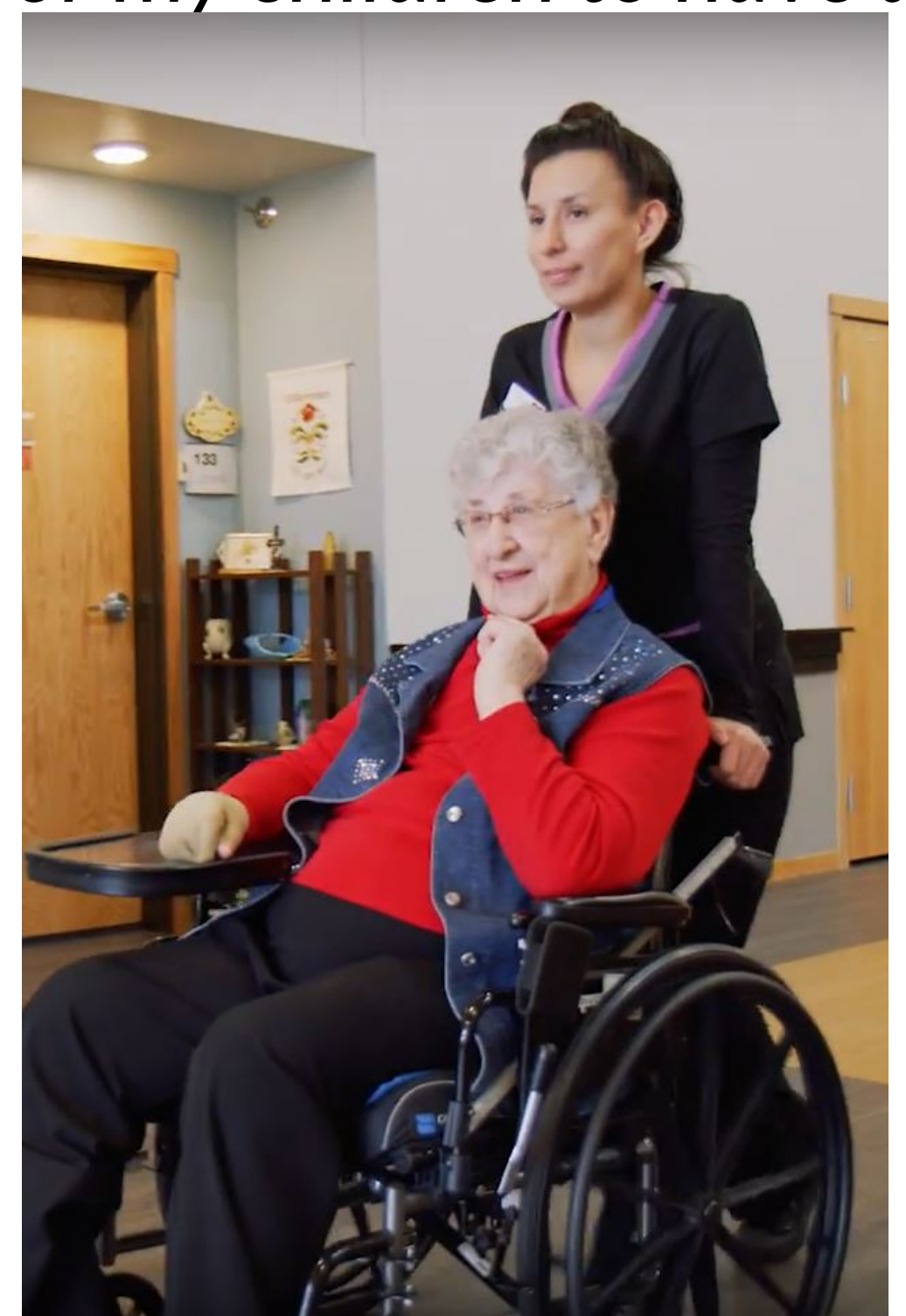
Laila, Jamie's youngest child

My name is Jamie and I am a 33-year-old Native American mother of 4 children. I would do anything to ensure my children have better childhoods than what I experienced. Drugs, alcohol, & abuse were all I knew growing up. I knew I would have to fight for my children to have a better life, but I didn't know where to start.

I was working in fast food & unable to pay my bills. I've tried many jobs over the years. I was a file clerk, bartender, & server. I have always had an interest in the medical field & knew I loved helping people. My interest started when I was just a little girl. I was in a

bad car accident with my parents. I remember how the nurses & doctors were so compassionate & wanted to help. I am a caregiver; it comes naturally, & I hoped I could someday act on my passion.

When I found CAPLP my family did not have a place to call home. I enrolled my youngest daughter, Laila, in Head Start with hopes to better prepare her for kindergarten. Laila's Head Start teacher introduced me to CAPLP's Workforce Development Case Manager. I enrolled in the Certified Nursing Assistant (CNA) Program, making my childhood dream a reality. I attended class at 8 a.m. each morning often after working a shift until 2 or 3 a.m. It was difficult to maintain my job & family while training for my CNA, but CAPLP walked with me every step of the way. I received support & encouragement that I've never felt before in my life. CAPLP's Housing Program helped get my family into an apartment & they even helped get beds for my kids to sleep in. My kids were so excited to have their own beds! The support of CAPLP didn't stop after the CNA class ended. I was encouraged to apply for jobs & I was hired full-time as a CNA at a local nursing home. I have worked very hard to be where I am today & I'm proud of how far I've come.



Jamie working as a CNA

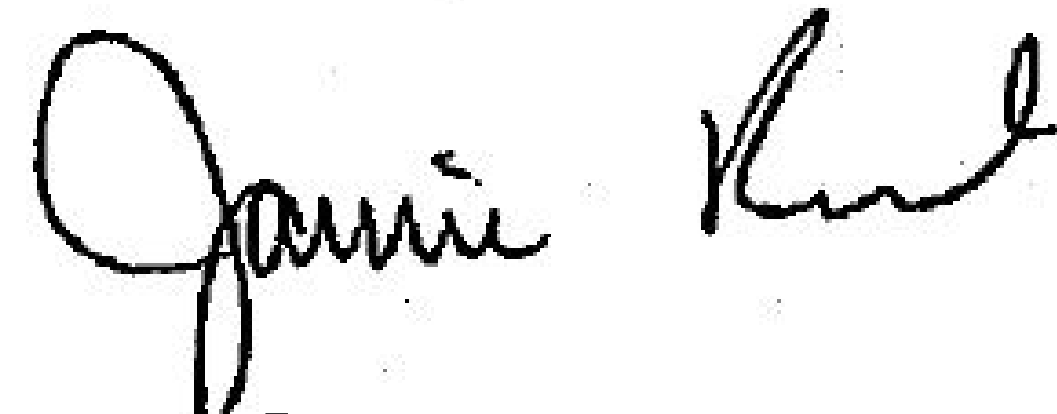


Jamie with her four children

Thanks to CAPLP my family was able to move out of our 2-bedroom apartment & into a house with more room! I now have goals for my future & CAPLP has helped me take control of my finances. I plan to work toward earning a Certified Medication Aide & eventually going on to a Licensed Practical Nurse (LPN) program. I hope to someday be a Registered Nurse.

My family would not be where we are today without the programs & support offered by CAPLP. We are forever grateful, & I know CAPLP changes the lives of many families in our community.

Sincerely,

A handwritten signature in black ink that reads "Jamie".

**"I can't describe being a CNA. It's so deep. You're actually helping another human being live. You're actually helping them take care of themselves."**



# Program Highlight: Volunteer Income Tax Assistance (VITA)



- *Our VITA site is dependent on volunteers to help low-income families complete their taxes free of charge*
- *VITA sites are located in Moorhead, Barnesville, Breckenridge & Hawley, Minnesota*
- *Many families utilizing VITA also utilize programs such as Head Start, Housing, Workforce Development, & Senior Services*
- *CAPLP's VITA site saves families an average of \$300 on tax preparation fees*

A young, single mother with three children came into CAPLP for help preparing her taxes. She didn't file the year before, so the VITA volunteer helped her prepare both years of taxes for her and her family. As her taxes were prepared, this mom excitedly talked about her new, higher paying job that she had worked toward for three years! She was finally able to move her family out of a very small apartment and into a townhome with more space. This hardworking mom went on to mention that she hoped to get a decent return so she could pay off some bills. She also needed to repair her car but said that would have to wait as she couldn't afford to fix it right now.

After working so hard to make life better for her kids, this mom was finally rewarded. She received over \$13,000 in tax returns! She was in shock at how much she was getting back. This amount would help her catch up on all her bills and her family's financial needs would be met. She could even afford to fix her car! Her kids had been asking about going on a vacation for a long time, and she finally might be able to make their dream a reality!

***"I was working so hard to make life better for my kids, and it finally feels like I'm being rewarded!"***

*The Volunteer Income Tax Assistance grant program is an Internal Revenue Service initiative designed to support free tax preparation service for the underserved through various partner organizations.*



**788**  
Individuals &  
families  
received free  
tax preparation



**\$1.14M**  
Total amount  
refunded to local  
families  
& individuals



# Program Highlight: Housing



Jocelyn lost everything when a devastating fire destroyed her home. She was forced to take her two children and stay with family. Her father was arrested, and she was no longer able to stay at his house. Desperate, she tried to get emergency shelter for her two children but was unsuccessful. She was forced to sleep in her car with her children.

After the second night in the car, Jocelyn walked into CAPLP's office. Our Housing team was able to get her enrolled in our Family Homeless Prevention & Assistance Program. They worked with a landlord and the family was able to move into housing that day! Jocelyn didn't stop with housing. She also enrolled in our Workforce Development Program and earned her CNA Certification. Life for her family is stabilizing and she was offered a full-time position working in a nursing home!

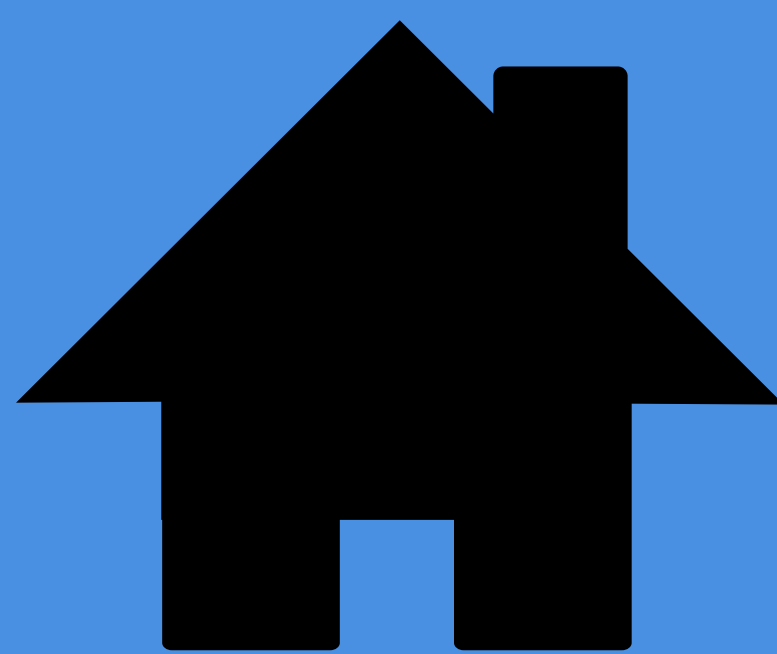
***"Since CAPLP has been in my life, I've gotten my CNA license, learned how to be financially stable, and found a job to help me advance my nursing career. CAPLP acted as my extended family when I felt the most alone. My family is forever grateful, and I can't thank CAPLP enough."***

***CAPLP Housing Programs help people who are experiencing homelessness or are precariously housed to obtain & maintain safe, affordable housing. In 2019 CAPLP Affordable Housing Programs helped:***



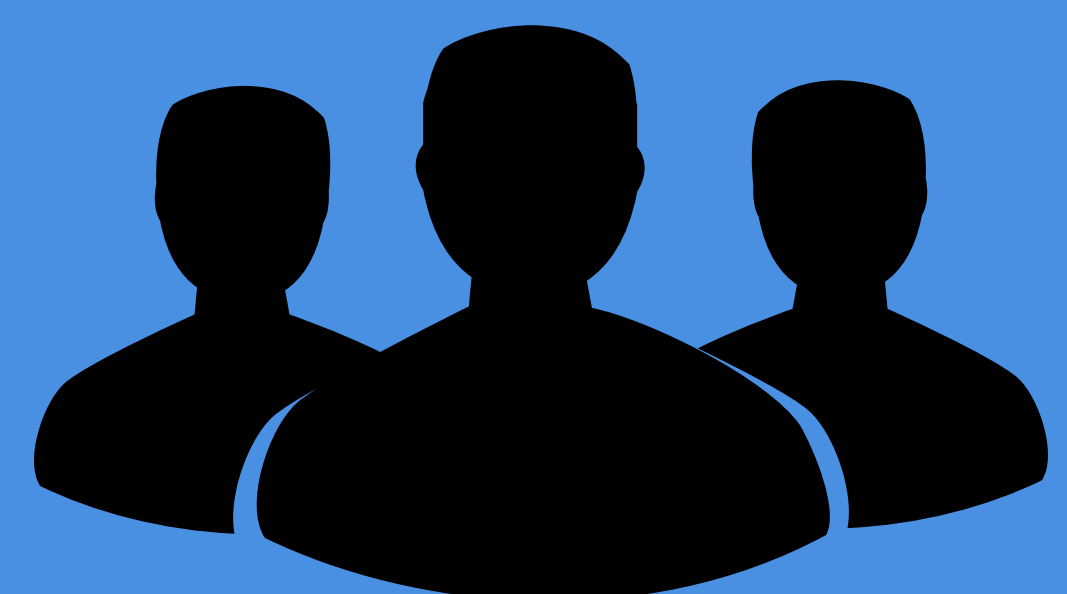
**268**

**Formerly homeless households obtain safe & affordable housing**



**89**

**Households avoid eviction**



**324**

**Individuals with disabilities maintain independent living**



# Program Highlight: Head Start Hero

Tyrese is a Head Start Hero! He has been honored by the MN Head Start Association with the Head Start Hero Award for a currently enrolled Head Start child who has made tremendous developmental progress while enrolled in a Head Start program.

Tyrese came into Head Start with a lot of trauma and a chip on his shoulder. He verbally and physically lashed out at teachers and other students. Tyrese was unable to trust or comply, making sitting for lessons or learning to play with other children a seemingly unreachable goal. Underneath his trauma and behaviors, however, we could see the smart, loyal, and social child wanting to come out.

The progress Tyrese has made in our Head Start Program is remarkable. While he once communicated through hitting, cursing, and yelling, he now uses incredibly insightful and polite words. While he was once filled with uncontrollable emotion, Tyrese can now recognize his emotions and handle them before his feelings escalate. This allows teachers and his peers to see his profound kindness, steadfast loyalty, quick wit, and problem solving. We are most proud of his developmental gains, especially Tyrese’s play with his peers. His peers have gone from being afraid of Tyrese and his anger to loudly proclaiming to their parents, **“Tyrese is my friend!”** He has



Tyrese and his mom

encouraging words for friends who are struggling. Tyrese has turned into a friend who is excellent at sharing everything from toys to the stickers that he gets as a reward for his behavior. Hands that were once used for hitting now give hugs and high fives.

Tyrese’s incredible improvement makes all of us excited to see what is next. Tyrese is growing so fast and really overcoming the odds. Our next challenge will be keeping up with his newfound skills. Tyrese is a Head Start Hero on track for success in kindergarten!

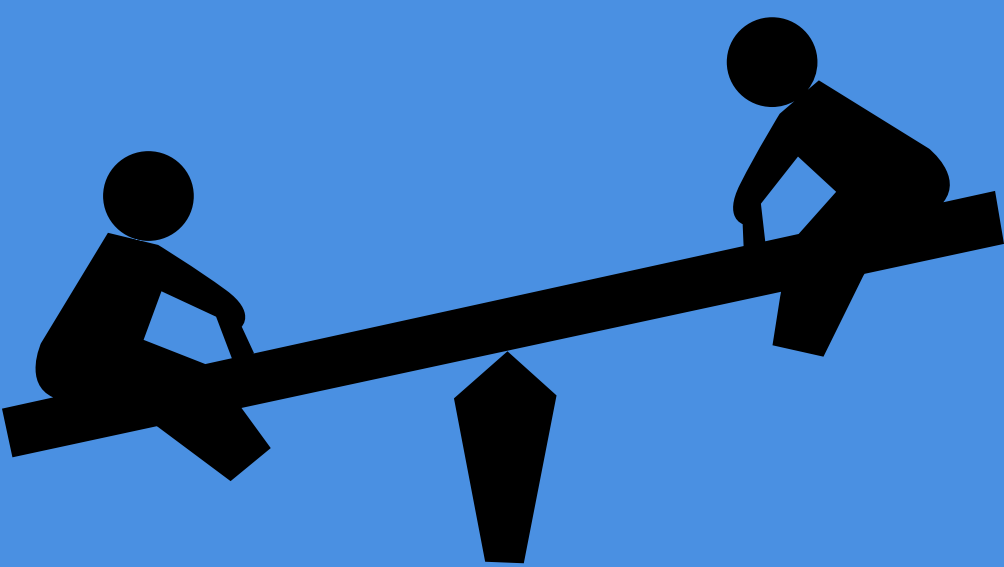


Tyrese building blocks with friends



Tyrese showing off dance moves

**Head Start & Early Head Start provide quality educational experiences at no cost to income eligible families. Services are provided to pregnant moms and children up to age five. Family support, health, and nutrition are incorporated into the program.**



**192**  
Children age 3-5  
received Head  
Start Services



**320**  
Children  
received immunizations,  
medical & dental care



**128**  
Children age 0-3  
received Early  
Head Start Services



# Program Highlight: Senior Services

What happened when Janice found out she could maintain her independence and stay in her home?

*“My heart skipped beats to tell you the truth.”*

Throughout the year, Janice worked with our Senior Navigator in Rural Clay County to help her remain in her home, so she could maintain her independence. After assessing for in-home supports, we realized the home needed extensive repairs with a leaky roof and damaged back door due to someone trying to break in. Janice's Senior Navigator talked with Rebuilding Together Fargo-Moorhead Area to see if they could help. They were able to fix Janice's house so she could remain in her home!



*Janice observing volunteers shingling her roof*

*“I just want to say thank you. I didn’t know there was such a program.”*



*Janice and a volunteer admiring her new roof*

- **CAPLP's senior program provides integrated community level services that are designed to promote healthy, independent living for seniors across Clay County**
- **The primary goal is to enable seniors to live in their homes as long as possible**
- **In-home assessments conducted quarterly help navigators determine the needs of each household**
- **Navigators connect seniors to in-home supports, assets, and resources that will empower them to age well within their communities**
- **Rural Routes provides transportation to seniors in rural Clay County to increase their independence**

***The CAPLP Seniors program provides a wide array of services to support independent living of seniors in the homes.***



**451**

Senior citizens maintained independent living situations



**223**

Senior citizens received nutritious food through the NAPS Program



**91**

Senior citizens received case management services from a senior navigator



# Awards & Recognitions



Loren Ingebretsen  
2019 Dennis Heitkamp Leadership Award Recipient



Tracy Obowa  
2019 Volunteer Extraordinaire Award Recipient

## 2019 Service Award Recipients



Tiffany McKinnon, 20 Years of Service



Brenda Montplaisir, 10 Years



Kim Trautman, 5 Years



Deana Overmoe, 5 years



Ashley Gonzalez, 5 Years



Julie Erickson, 5 Years



Lynne Isaacson, 5 Years



Diane Kubischta, 5 Years



Beth Bates, 5 Years

***Thank you for sharing your time and talents with our team!***



# 2019 Photos



2019 Certified Community Action Professionals  
Maria Steen, Krystle McNeal, and Emma Schmit



Longtime NAPS volunteer, Everett Rollie, loads  
boxes for Seniors in need



Head Start on the Hill Rally



MinnCAP Annual Conference Team Spirit Award



MinnCAP 5K Team



United Way Day of Caring



# 2019 Photos



Silos to Circles at the Ulen Senior Center



Krystle McNeal,  
Exemplary Executive Skills Portfolio Award



Volunteering for a poverty simulation put on by MAHUBE-OTWA Community Action



Board Members  
showing support



Outreach to seniors



Rural Routes Senior Ride Program ribbon cutting



Costume Contest Winners



# CAPLP TEAM



## Board of Directors

James Hamer, Board Chair  
Laurie Drewlow, Vice Chair  
Andrea Koczur, Treasurer  
Michelle Werner, Secretary  
Renee Backlund  
Shelly Dahlquist  
John Docken  
Barry Steen  
Jonathan Green

Lyle Hovland  
Loren Ingebretsen  
Sarah King  
Kristin Knorr  
Ben Lien  
Branigan Hamer  
Eloisa Pigeon  
Jenny Mongeau  
Chris Petersen

## Leadership Team

Lori Schwartz, Executive Director  
Colleen Murray, Operations Director  
Brenda Montplaisir, Finance Director  
Kim Trautman, Human Resources Director  
Kristin Phillips, Head Start Director  
Emma Schmit, Housing Director  
Becki Johnson, Economic Empowerment Director



# Financial Report

## LAKES & PRAIRIES CAP FINANCIAL REPORT FY 2018-2019

REVENUES	2018-2019	2017-2018
Grant Revenue:		
Federal	\$ 4,282,295	\$ 3,948,118
State of Minnesota	2,561,349	2,302,046
State of North Dakota	38,129	40,981
Local Revenue	644,358	553,678
Contributions	92,270	23,765
In-Kind Contributions	-	415
Charges for Services	371,171	357,542
Reimbursements	57,476	75,209
Interest	5,150	787
Gain (Loss) on Disposal of Fixed Assets	(5,629)	(2,867)
<b>Total Revenues</b>	<b>\$ 8,046,569</b>	<b>\$ 7,299,674</b>

EXPENSES		
Salaries and Wages	3,410,611	3,130,295
Fringe Benefits	899,191	828,457
Administration	115,595	118,134
Contracted Services	232,149	161,795
Supplies	440,032	446,580
Travel	99,841	136,142
Space Costs and Rentals	305,392	257,332
Other Direct Costs	2,106,798	1,813,062
Insurance	18,747	28,349
Depreciation	162,299	125,395
In-Kind	-	415
Consultants and Professional Services	199,789	189,674
<b>Total Expenses</b>	<b>\$ 7,990,444</b>	<b>\$ 7,235,630</b>

Change in Net Assets	56,125	64,044
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NET ASSETS BEGINNING OF YEAR	\$ 8,140,313	\$ 8,076,269
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NET ASSETS END OF YEAR	\$ 8,196,438	\$ 8,140,313
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ASSETS	2018-2019	2017-2018
Cash and Cash Equivalents	302,533	45,120
Restricted Cash - Unemployment Trust	51,739	111,559
Investments	94,585	94,395
Due from Other Funds	724,796	807,999
Grants Receivable	759,879	957,756
Other Receivables	16,530	70,638
Prepaid Expenses	56,603	85,248
Investments	86,286	82,145
Property & Equipment, Net	904,962	872,112
CD's at Cost		
<b>Total Assets</b>	<b>\$ 2,997,913</b>	<b>\$ 3,126,972</b>

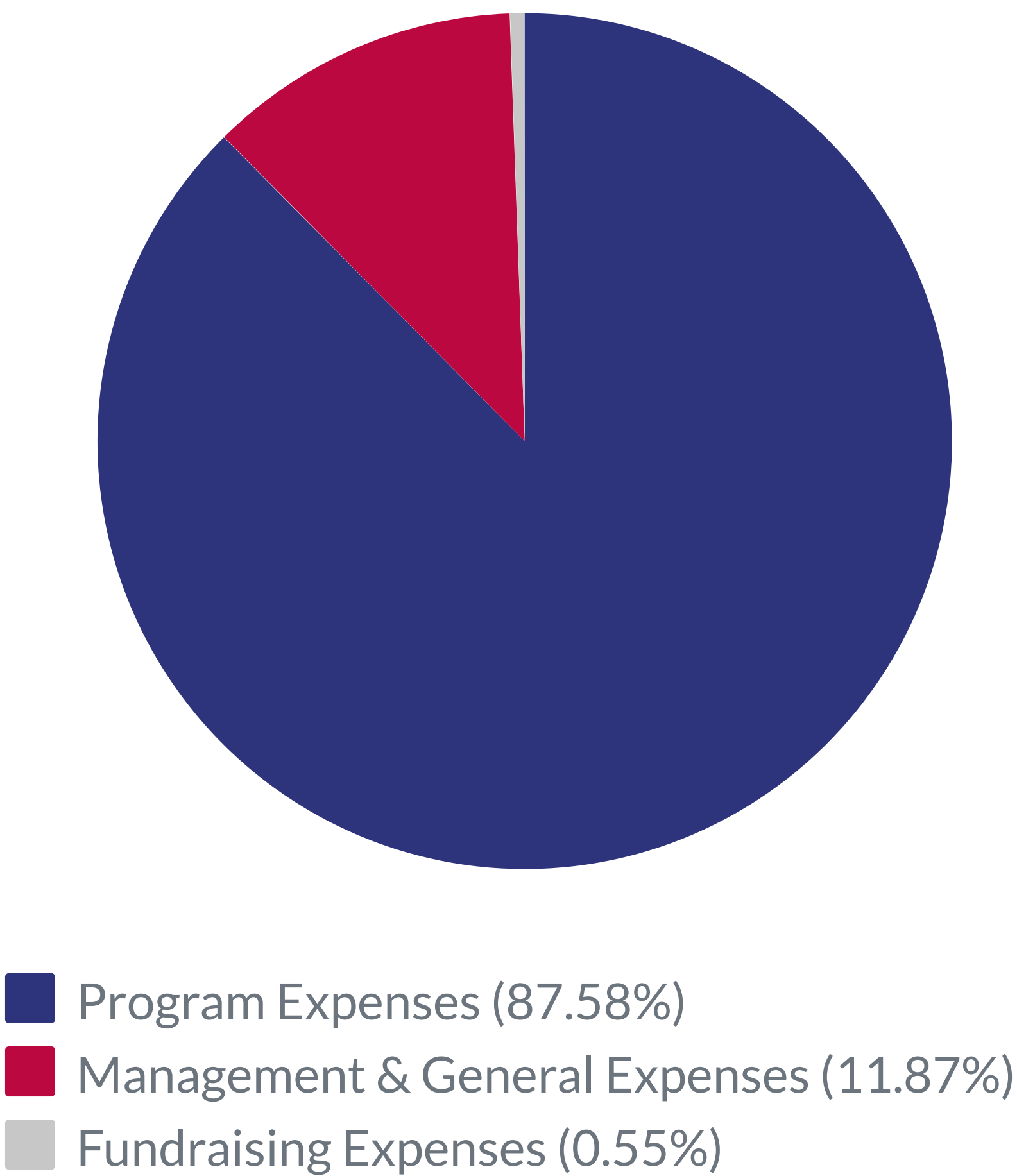
LIABILITIES AND NET ASSETS		
Current Maturities of Capital Lease	-	-
Current Maturities of Facility Loan	38,695	35,718
Due to Other Funds	724,796	807,999
Accounts Payable	46,532	99,833
Accrued Payroll, Taxes and Related Benefits	203,040	184,557
Accrued Compensated Absences	237,619	209,300
Deferred Revenue	110,136	158,225
<b>Total Current Liabilities</b>	<b>\$ 1,360,818</b>	<b>\$ 1,495,632</b>

Long-Term Liabilities		
Facility Loan, Less Current Maturities	466,983	507,353
<b>Total Liabilities</b>	<b>\$ 1,827,801</b>	<b>\$ 2,002,985</b>

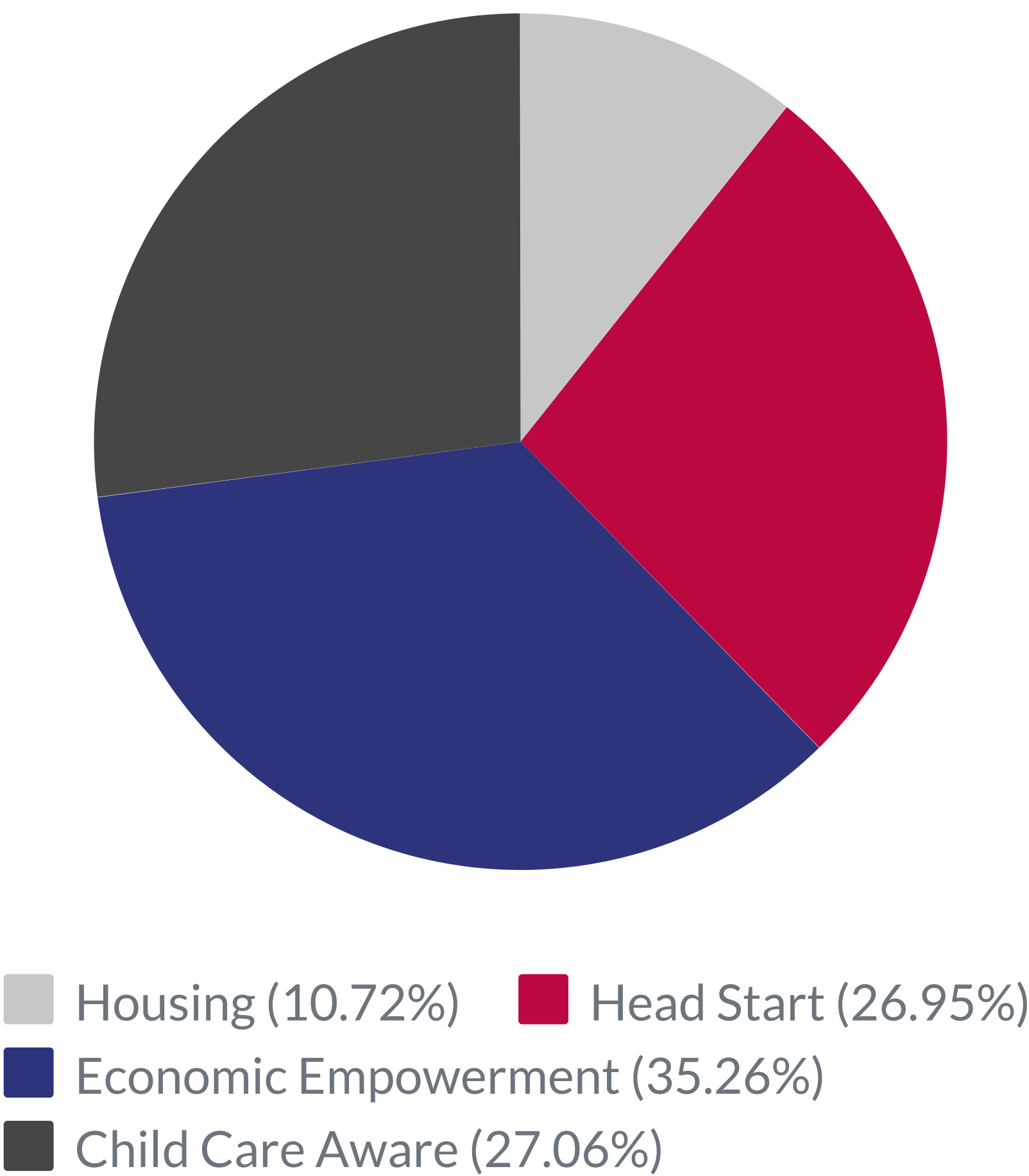
Net Assets		
Without Donor Restrictions	1,170,112	241,875
Investment in Net Fixed Assets		872,112
<b>Total Net Assets</b>	<b>\$ 1,170,112</b>	<b>\$ 1,113,987</b>

<b>Total Liabilities and Net Assets</b>	<b>\$ 2,997,913</b>	<b>\$ 3,116,972</b>
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2018-2019 Functional Expenses



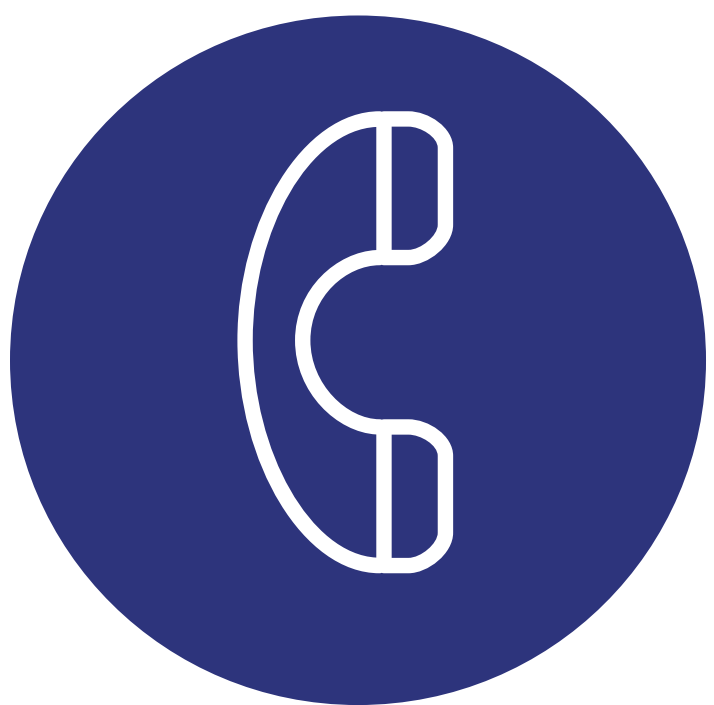
2018-2019 Program Expenses







## CONTACT US



218-512-1500  
800-452-3646



[www.caplp.org](http://www.caplp.org)



715 11th Street N  
Suite 402  
Moorhead, MN 56560



[info@caplp.org](mailto:info@caplp.org)

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