

CAPI USA



ANNUAL REPORT

The background of the lower half of the cover is a photograph of a wooden surface, possibly a table or wall, with a grid pattern. Various colorful letters and numbers are scattered across the surface, including 'J', 'U', 'S', 'T', 'I', 'C', 'I', 'A', 'A', 'L', 'A', and '2020'.

2020

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Ekta Prakash, CEO, CAPI USA
photo by Carina Lofgren



Vinothini Ambrose,
Board Chair, CAPI USA

CAPI began 2020 with much excitement. We expanded our leadership team to 7 members, revamped and launched our new website, and began a new branding strategy unaware of the fact that a devastating pandemic was going to hit the world. By March 2020, CAPI quickly pivoted to several new strategies to ensure our services were both highly accessible and aligned with what our community members needed. As a result of the changes we made in response to the pandemic, CAPI raised more than \$1.2 million in new funds to launch five new COVID-19 related initiatives including Hunger Relief, Phone Navigation, COVID Community Coordination, Emergency Housing, and Online Training--all of which you will read about in this report.

In 2020, the agency served over 13,862 diverse low-income individuals in refugee, immigrant, and Black, Indigenous, and People of Color (BIPOC) communities. 95% were people of color and 80% were below the federal poverty guidelines.

With the significant racial and economic disparities revealed through COVID-19, our staff and board are more committed than ever to achieve our mission and guiding principles of equity, inclusion, and accessibility.

MESSAGE FROM OUR CEO AND BOARD CHAIR

Heading into 2021, we are committed to making progress with five strategic imperatives including (1) enhancing staff equity in compensation, benefits, and recognition; (2) strengthening agency staff and program evaluation to promote a culture of continuous improvement and integrated service delivery; (3) enhancing managerial competencies; (4) enhancing the agency's financial position and community profile (including creating and implementing a board-approved public policy platform); and (5) strengthening agency partnerships.

Our year-end financial results as of Dec 31st, 2020 were strong and show continued stability, as outlined in the audit results in this report. The impact we are sharing is all possible because of our members, institutional funders, partners, and supporters. Thank you to CAPI's board, leadership, incredible staff and volunteers, and above all our funders who continue to provide support to CAPI's basic needs, economic empowerment, and civic participation units.

Warmly,

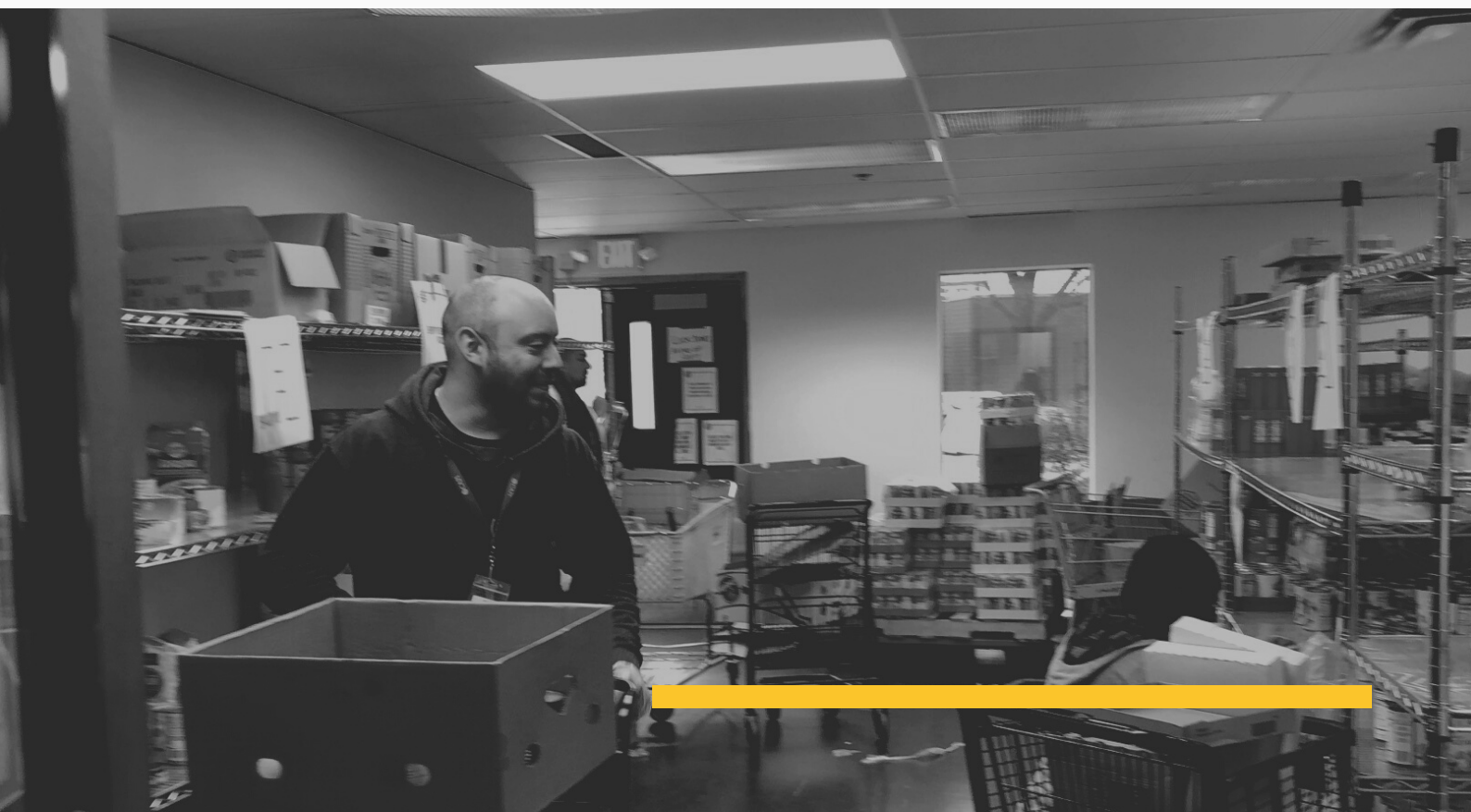


Ekta Prakash, CEO
CAPI USA



Vinothini Ambrose, Board Chair
CAPI USA

**Our mission is to guide
refugees, immigrants, and our
communities in the journey
toward self-determination and
social equality.**





Photos by The Food Group

The unrest in the Twin Cities over the summer greatly impacted our neighborhood near CAPI South. Many of the small business and grocery stores were damaged, creating a food and resource desert in the city. CAPI partnered with the tenants in our building on East Lake Street (SEWA, COPAL, and Southside Services, Inc.) for a series of food shelf/home goods pop ups.

Together, with the help of Second Harvest Heartland and The Food Group, we were able to provide the community with canned goods, fresh produce, toiletries and home goods, along with hot meals. We also registered people to vote, did outreach on completing the Census, and passed out PPE.

Volunteers from Old National Bank, Inspire11, US Bank, Target, Orangeball Creative, Inc., and more helped with set up, distribution, and clean up. Together we distributed close to 11,000 pounds of food to our neighbors.



As soon as the shutdown occurred, CAPI staff stepped up to support the food shelf with the deliveries from Second Harvest Heartland and The Food Group. Everyone packed food boxes, cleaned, sanitized, and delivered food boxes to senior clients.

CAPI quickly developed procedures and scaled up a curbside pickup program, having previously been a client choice walk-in food shelf. This involved getting all the proper PPE, cleaning supplies, and packaging material. There was a lot of coordination between CAPI and Second Harvest Heartland to obtain banana boxes to pre-pack groceries. We had no way of picking up the pallets of boxes, so we reached out to the city of Brooklyn Center and their staff graciously offered to pick up the boxes for us. CAPI made sure that we identified all the seniors in our programs residing in Minneapolis, Brooklyn Park, and Brooklyn Center that were elderly, frail, or living independently who needed additional food support, especially during the initial phase of the

quarantine/lockdown. CAPI went from delivering to 30 seniors a month to more than 120 seniors. We were also able to partner with other nonprofits like SEWA and COPAL to get food into the homes of their seniors. This work would not have been possible without the help of volunteers from Mobility 4 All and their Care Drivers, Transit Teams, and Metro Mobility. We received countless donations and funding to support the food shelf, receiving culturally-specific food from Red Boat Fish Sauce and US Trading Company.

We heard from families who were concerned about whether to pay for rent/mortgage/utilities versus providing food for their family, those who had no food rescue places near them and without a job had no money to put gas in their vehicle to even go pick up food from a food shelf. With support from volunteers, funders, and donors, we were able to stand in the gap and provide critical food support to Minnesotans in need.



IMPACT



CAPI's Read in Color Little Free Library at CAPI South

In November of 2020, CAPI received word from Little Free Library that the organization had been selected as one of the first recipients of a Read in Color library. The Read in Color Initiative was launched on George Floyd's birthday and seeks to provide "perspectives on racism and social justice, celebrate Black, Indigenous, and People of Color communities, LGBTQ voices, and incorporate experiences from all identities for all readers."

Executive Director of Little Free Library, Greig Metzger, delivered CAPI's library along with books to stock its tiny shelves. Books are acquired from BIPOC bookstores as much as possible

CAPI's Read in Color library is housed at our South location on East Lake Street and is filled with books for all ages. Stop by and find a new read for yourself!

IMPACT

**REFUGEES
ARE WELCOME HERE**



CAPI's commitment to civic engagement did not waver and we continued to take bold action to ensure our communities' voices were heard, uplifted, and counted. While the COVID-19 pandemic prevented many planned in-person events and activities, CAPI's civic engagement team quickly transitioned to alternative and creative ways to engage community members on the importance of participating in the 2020 Census, on voter participation, anti-discrimination, and making connections to COVID-19 resources.

CAPI led a civic engagement coalition with six community organizations focused on engaging with immigrant, refugee, and BIPOC communities. Leading up to the general elections in November, CAPI and our six civic engagement coalition partners pushed to call and make one-on-one connections with our community. We pivoted to using virtual platforms to host phonebanks and build a virtual community of phonebank volunteers.

With the help of 118 volunteers from CAPI and several community civic engagement partners, 1,290 hours of phonebanks were completed to provide critical in-language information on how to register to vote, how to request, and where to return an absentee ballot, and how to vote in-person on Election Day. We spoke to 6,190 immigrant and BIPOC voters about the importance of participating in the democratic process.

CAPI also targeted efforts to combat election disinformation by conducting voter education and census outreach on local Hmong radio reaching 5,585 community listeners. CAPI, in partnership with APIAVote, scaled up a mail program to send in language informational vote mailers to 15,000 households. Through our social media channels including Facebook, Instagram, and our monthly newsletter, we reached 14,092 people with census and voter information.



IMPACT

2020 IMPACT OVERVIEW

Hunger Relief

CAPI's client choice food shelf implemented a new curbside service delivery model and began delivering groceries directly to seniors. More than 9,000 individuals received food (versus ~3,000 in 2019) and food deliveries were made to more than 120 seniors.

Phone Navigation

CAPI served as the lead agency/intermediary organization to provide phone-based navigation services in 12 different languages to connect people to critical services such as SNAP, unemployment assistance, food, tax assistance, housing/rental assistance and other public benefits. CAPI sub-granted \$105,000 to 6 BIPOC agencies, and, collectively, more than 6,000 people were engaged.

COVID Community Coordination

The MN Department of Health COVID Community Coordinator initiative has CAPI and a sub-grantee partner (New Millennium Academy, a Hmong charter school) providing COVID education and outreach, case management, testing, and vaccine assistance to the metro area Hmong, Lao, and Thai community. We continue to distribute PPE to anyone in need and do consistent outreach and education through our food shelf.



Online Training

CAPI distributed 50+ computers to participants enrolled in the agency's credentialed training and rapidly transitioned to an online training format after lockdown.

Emergency Housing

CAPI administered \$84,000 in direct emergency housing assistance and follow-up to people behind in their rent, mortgage, and utility payments.

(Pictured above: CAPI staff member Maidawn Yang distributes computers to clients for training, job search, and school courses.)

BASIC NEEDS

Wacheng Vang and his wife are CAPI food shelf clients. They are a senior Hmong couple in the Twin Cities, and Wacheng is a Hmong refugee who settled here in the '80s. In May, CAPI staff member, Souwan Thao, called to check-in on them and spoke with Wacheng's wife. Mrs. Vang said that her husband "used to be able to drive around though he's old," however, he has a health condition now that causes him to faint and fall, resulting in the doctor refusing to approve him to drive.

The Vangs live by themselves and even though their daughter had been able to take them to CAPI once a month to pick up their groceries, due to the pandemic and lockdown, they were afraid to go to the store or to CAPI to get food. Souwan told them about CAPI's delivery to seniors and they described it as a blessing. Mrs. Vang said that the food that CAPI has delivered during the pandemic has saved them.

"I feel so blessed after talking to this lovely couple," says Souwan.



Food shelf client, You Lee, receives items donated by US Trading Co and Red Boat Fish Sauce

Highlights

- CAPI's food shelf served more than double the number of persons in 2020 compared to previous years. 1,927 households were served and 7,253 individuals were served.
- 406.3 thousand pounds of food was distributed throughout the year.
- CAPI expanded grocery delivery services to more than 120 seniors in our community in partnership with local transportation agencies.
- 67 seniors and 58 caregivers were served through our Elder/Caregiver programs.
- A total of 640 MNsure enrollments were completed ensuring clients would have healthcare. 141 individuals were served through our Benefits Enrollment Center.

ECONOMIC EMPOWERMENT



Mameneh George, CAPI Career Pathways Counselor, pictured left with Olu Abiodun pictured right

Highlights

- In 2020, CAPI's Economic Empowerment programs (MFIP, Career Pathways, Financial/Housing, VITA Tax Services, General Employment Services) served 1,158 individuals.
- 124 people secured employment averaging a wage of \$15.00 an hour.
- 107 individuals were placed in employment training of which 76 received credentials/certificates.
- Through CAPI's wealth-building services, 301 participants received free VITA (Volunteer Income Tax Assistance) services. The tax services were facilitated by VITA volunteers in partnership with CLUES.
- 71 individuals completed our financial education workshops, 51 completed our one-on-one homebuyer counseling, and 5 purchased a home.

“CAPI taught me how to fish so I can eat throughout my life. Thank you!” Olufunmilayo Abiodun, or Olu, is a single mother of two working in a nursing home in the Twin Cities. Due to COVID-19, her job was impacted and had to close, leaving Olu with limited resources to provide for her family. She came to CAPI in search of help and found food support, received gas cards, enrolled in the Nursing Assistant certification program, and received assistance to pay for tuition. Many of the students in the program had never used computers before and were met with the extra challenge of online learning but found community together and people to cheer them on.

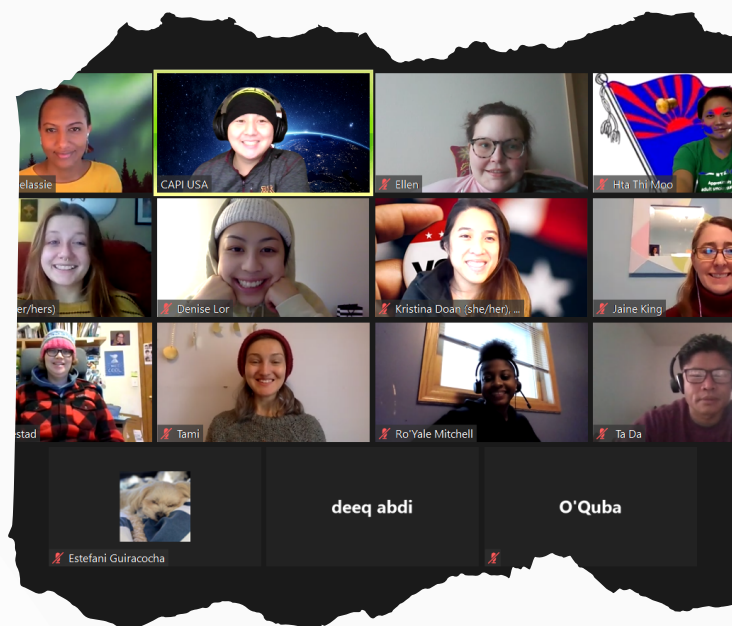
In August 2020, Olu and her classmates completed their program and were part of CAPI's first virtual graduation. “CAPI has been so supportive of me and my family. With their support, I have achieved an education through the NA program and can stabilize myself in society which enables me to be proud of myself.” Olu hopes to continue her education in Nursing and one day complete her degree in the healthcare field.

CIVIC ENGAGEMENT

CAPI committed to engaging historically undercounted communities and mobilizing communities to complete the 2020 Census and work towards an inclusive, fair, and accurate count. Despite challenges with the pandemic, changing deadlines, and legal challenges over the inclusion of a citizenship question, CAPI embedded the importance of completing the census in all our programming. CAPI's census and organizing efforts centered on conducting one-on-one conversations with community members on the importance of the census at our respective offices, partner offices, schools, food shelves, health and tax clinics, and community outreach events.

Staff and volunteers helped to pledge communities to complete the census through census pledge cards, provided trainings to staff and organizers on how to do census outreach, and provided information on the census through educational workshops.

We also partnered and funded 15 community organizations to work on census outreach and engage Karen, Burmese, Bhutanese, Lao, Thai, Vietnamese, Latinx, Hmong, East Indian, South Indian, Nigerian, Black, Native, and African born individuals.



Phonebanking over Zoom was a new experience in 2020

Highlights

- 14 Ignite MN Asian Power (IMAP) Coalition member agencies sub-granted \$123,000.
- 277 voter registrations
- 5,599 census pledges
- 121 absentee ballot assistance
- 25,792 households called pre-Get Out the Vote
- 63,109 households were called during the Get Out the Vote initiative

FINANCIALS



Revenue

Program Fees & Misc. -- \$115,761
 Contributions -- \$1,442,995
 Government -- \$1,836,041
 United Way -- \$153,816

Expenses

Basic Needs -- \$1,306,772
 Economic Empowerment -- \$1,284,719
 Civic Engagement -- \$261,613
 General Management -- \$414,044
 COVID-Related Expenses -- \$401,816
 Fundraising -- \$130,569



Balance Sheet: January 1 to December 31, 2020

Assets

Cash and cash equivalents.....	\$1,313,508
Accounts receivable.....	\$438,928
Pledges receivable.....	\$231,020
Prepaid expenses.....	\$43,941
Fixed assets less accumulated expenses..	\$2,848,357
Long term investments.....	\$10,628
Total Assets.....	\$4,886,382

Liabilities

Accounts payable.....	\$87,230
Accrued and withheld payroll.....	\$216,546
Notes payable.....	\$575,300
Other current liabilities.....	\$253,062
TOTAL LIABILITIES.....	\$1,132,138

Net Assets

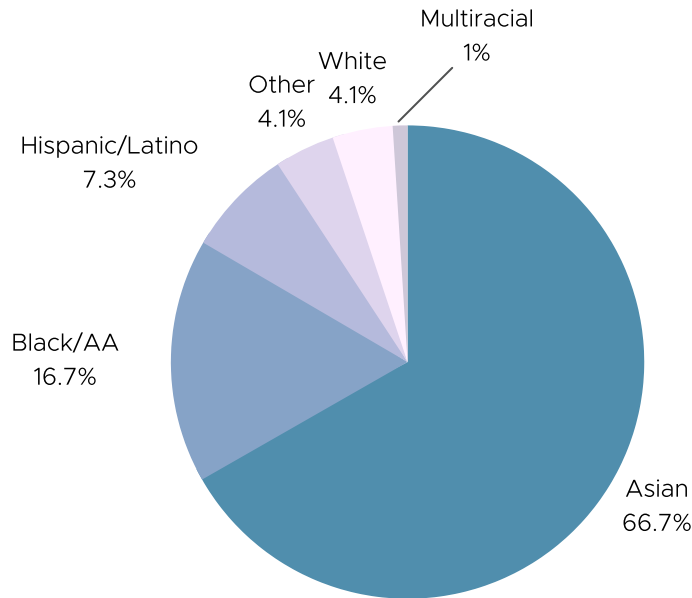
Without donor restrictions.....	\$3,490,244
With donor restrictions.....	\$264,000
Total Net Assets.....	\$3,754,244

Total Liabilities and Net Assets.....	\$4,886,382
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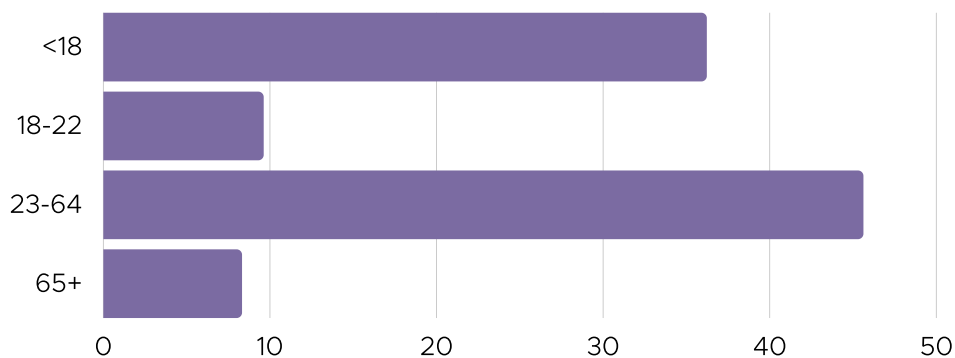
TO MAKE A GIFT TODAY, VISIT [CAPIUSA.ORG](https://capiusa.org).

WHO WE SERVE

Ethnicity



Age



79%

IMMIGRANT/
REFUGEE

80%

LIVE AT OR BELOW
THE FEDERAL
POVERTY GUIDELINES

95.7%

LIVE IN HENNEPIN
COUNTY

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Communications Manager



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TEAM**

count
all queens.
Our money. Our power.

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Old National Bank
Inspire 11
Medica
Orangeball Creative
Vietnamese Social Services
Karen Organization of Minnesota
Pillsbury United Communities
RISE
Hmong Americans for Justice
Coalition of Asian American Leaders

We are grateful for the time and energy that our volunteers dedicate to CAPI.



VOLUNTEERS

Contracts, Corporations, Foundations, Other Partners

\$500,000 +

Hennepin County

\$250,000-\$499,999

Greater Twin Cities United Way
MN Dept of Employment & Economic
Development (DEED)
Wallace H. Coulter Foundation

\$100,000-249,999

Hennepin County CARES
McKnight Foundation
MN Sure
MN Council of Foundations
Northwest Area Foundation
Otto Bremer Foundation
Pohlad Family Foundation
Target Foundation

\$50,000-\$99,999

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Dept. of Human Services Live Well
Hmong American Partnership
Marbrook Foundation*
Margaret Cargill Fund of The Minneapolis
Foundation
The Minneapolis Foundation
National Council on Aging
Twin Cities LISC
UCare
Wells Fargo Foundation

\$25,000-\$49,999

CDBG
General Mills Foundation
Metropolitan Area Agency on Aging
MN Housing Finance Agency
Stevens Square Foundation

\$10,000-\$24,999

Asian Americans Advancing Justice
Basketful
City of Brooklyn Center
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MESC Collaboration
MJSP State Grant
National CAPACD
Richard M. Schulze Family Foundation
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Old National Bank
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>\$1,000

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Shir Tikvah Youth
St. Paul Saints
Three Rivers Park District
UCare
US Trading Company
Wells Fargo Bank



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Be a part of someone's journey and impact their future!

Give

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Visit capiusa.org/donate



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CAPI has individual and group volunteer projects throughout the year, with ongoing needs in our food shelf. Help with our produce distributions, take a shift at Twin Cities World Refugee Day, or help individuals connect with local initiatives through our civic engagement work. Find a spot that's right for you!

Visit capiusa.org/volunteer



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