



# 2021-2023 Annual Report





## Table of **CONTENTS**

01

Letter from Our  
President & CEO

Letter from Our  
Board Chair

02

Board &  
Leadership

03

2021-2022 HAP  
Programming

04

2023 Community  
Impact

05

2023 People  
Served

06

2023 HAP  
Academy OIC  
Program

07

2023 Economic  
Prosperity

2023 HAP  
Transportation

08

Cultivating  
Connections

09

Financials

10

HAP Coalitions  
& Partners

11

HAP Locations

## A Letter from **May yer Thao**



From 2021 to 2023, HAP remained steadfast in our mission to uplift Hmong, Southeast Asian, and immigrant and refugee communities through unprecedented economic and social challenges. In my three years as President & CEO, I have witnessed remarkable growth—not just within HAP, but in the strength, resilience, and determination of the communities we serve.

We have empowered thousands of individuals with access to economic opportunities, workforce development, mental health services, and comprehensive wraparound support.

Yet, our work is far from over. The evolving challenges ahead remind us why HAP's commitment to change must never waver.

When I joined HAP in 2021, I knew I was stepping into an organization that transforms lives. With a vision for innovation, expansion, and lasting impact, we moved swiftly to meet the pressing needs of our communities—particularly as we navigated life during and after the pandemic. The demand for housing assistance skyrocketed, and thanks to the support of so many partners, including Ramsey County, we were able to provide employment and business development services, healthcare connections, mental and chemical health resources, and domestic violence support to those at risk of homelessness.

Through innovation, adaptability, and a relentless commitment to learning, HAP has emerged stronger, ready to meet evolving challenges head-on. The road ahead will not be easy, but we are more prepared than ever to support and uplift those who need us most.

As we reflect on the past three years, I invite you to embrace the strength of your own culture, your community, and your voice. For HAP, our unwavering mission is clear: to uplift, to empower, and to transform lives—today, tomorrow, and for generations to come.

Warm regards,

May yer Thao,  
President & CEO

## A Letter from Our **Board Chair**

Dear Supporters of HAP,



As I reflect on the accomplishments of HAP from 2021-2023, I want to fully acknowledge and recognize the strengths and efforts of our community members. Without you, HAP would not be able to provide the innovative services that empower our community and embrace the strengths of our culture. Our community is the driving force behind all our efforts, services, and programming—the reason why we were established in 1990 and the reason we continue to grow today. HAP has seen our participants eager to learn new skills, grow their businesses, and get the certifications needed to turn their dreams into reality. I am proud to be a part of this diverse hardworking community and proud to embrace the celebrations and achievements that we had together.

In 2021, we were excited to welcome our new President & CEO, May yer Thao. We are grateful for the work May yer has done over the past three years, propelling HAP towards a future of prosperity and togetherness, and we look forward to more growth together.

With gratitude,  
Mai Lor Lee,



## Our **MISSION**

HAP's mission is to empower the community to embrace the strengths of our cultures while achieving our potential. HAP achieves its mission by:

- Improving the lives of individuals and families in our diverse communities through culturally sensitive social services.
- Strengthening neighborhoods through housing, community and economic development opportunities.
- Promoting the rich heritage of our ethnic communities.

## 2021 **Board & Leadership**

### **Board of Directors:**

Christopher Petersen (Chair)  
Alicia Chang (Treasurer)  
Jodie Tanaka (Member)  
Sgt. Chou Jim Yang (Member)  
Mai Lor Lee (Member)  
Tony Parrish (Member)

### **Senior Leadership:**

May yer Thao – President and CEO  
Dr. Mai Moua – Interim COO

## 2022 **Board & Leadership**

### **Board of Directors:**

Mai Lor Lee (Chair)  
Jodie Tanaka (Vice Chair)  
Adeel Z Lari (Treasurer)  
Sgt. Chou Jim Yang (Member)  
Tony Parrish (Member)  
Lilian Vu (Member)

### **Senior Leadership:**

May yer Thao – President and CEO  
Reona Vang – Chief Financial Officer

## 2023 **Board & Leadership**

### **Board of Directors:**

Mai Lor Lee (Chair)  
Adeel Z Lari (Treasurer)  
Sgt. Chou Jim Yang (Member)  
Tony Parrish (Member)  
Lilian Vu (Vice Chair)  
Jason Purdue (Member)

### **Senior Leadership:**

May yer Thao – President and CEO  
Reona Vang – Chief Financial Officer

# 2021-2022 HAP Programming

## HAP ACADEMY OIC

HAP Academy OIC is committed to providing workforce development services that empower our community to achieve success. Our goal is to guide participants through the complexities of the job market by offering tailored job training, job readiness services, and by connecting them to prospective employers. We also provide access to culturally relevant resources to support the unique needs of the Hmong, Southeast Asian, and broader immigrant and refugee communities. Through these services, we equip our participants to the tools and resources they need to thrive.

In 2021-2022, HAP served **2,953 participants** at HAP Academy OIC, with an average family size of five, our impact reached more than **14,766 community members**. These programs connected them to support services, training activities, programming, and culturally appropriate resources. HAP had **157 employer partners** and provided Customized Job Training (CJT) to **474 individuals**.

HAP Academy OIC provided **\$289,265.21** in supportive and in-kind services, which included books, fees for post-secondary students, child and dependent care, educational testing, employment and training-related fees, transportation, insurance, and more.

## HAP ECONOMIC PROSPERITY

HAP's Economic Prosperity program supports 200 immigrant and refugee entrepreneurs by providing technical assistance, access to loans, business workshops, and connections to legal and accounting resources. These businesses include retail/grocery, restaurants, beauty, agricultural/Farming, technology consulting, cleaning services, and healthcare services. As a certified Community Development Financial Institution (CDFI), HAP has created over **\$4 million in assets** and helped generate **200+ jobs over the past five years**.

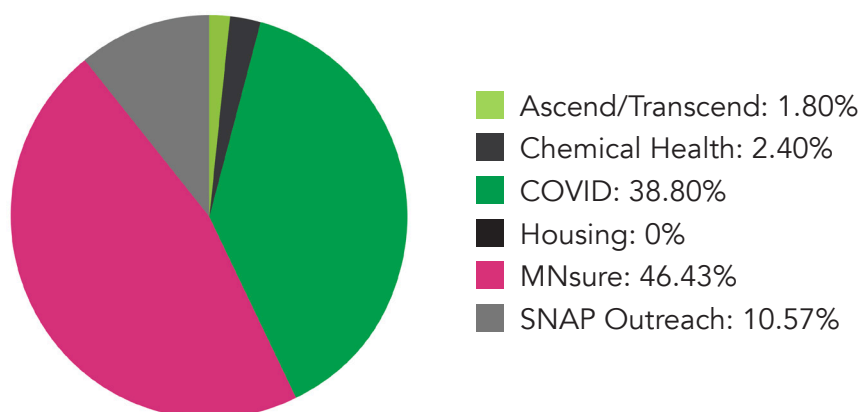
In 2021-2022, we saw 150 small business owners and entrepreneurs through to exit from the programming with lasting success. Out of the **150 participants**, **112 were awarded grants** to further develop their business totaling **\$240,000.00**. These services, grants, and programs impacted **750 (150x5) community members**.

## HAP COMMUNITY IMPACT

Through our Community Impact Program we serve community members by providing access to culturally relevant resources and services to improve and protect their overall health and wellbeing. Participants receive mental health and chemical health services, access insurance enrollment support, Housing assistance, SNAP Outreach and participate in prevention programs at HAP.

In 2021 and 2022 COVID-19 continued to provide a barrier and challenge to accessing health and wellness. In 2021-2022, we continued to provide COVID-19 related services for our community. We held 95 events, offering testing, vaccinations, and health and wellness resources directly to over **4,500 people**, impacting over **22,700 community members**.

**2021-2022 Community Impact Programs**  
Number of Individuals Served



## 2023 Community Impact Programs

In 2023, HAP made significant strides in supporting Southeast Asian (SEA) communities and other underserved populations across a variety of essential services.

HAP's **MNsured Enrollment and Navigation Program** reached 1,617 clients in 2023, helping over 8,085 community members gain access health insurance and understand the importance of preventive care and chronic illness management. Over the years, HAP's MNsure Program, has served as a crucial bridge to health equity for the SEA community, helping individuals overcome barriers to healthcare access and building a replicable model for similar organizations.

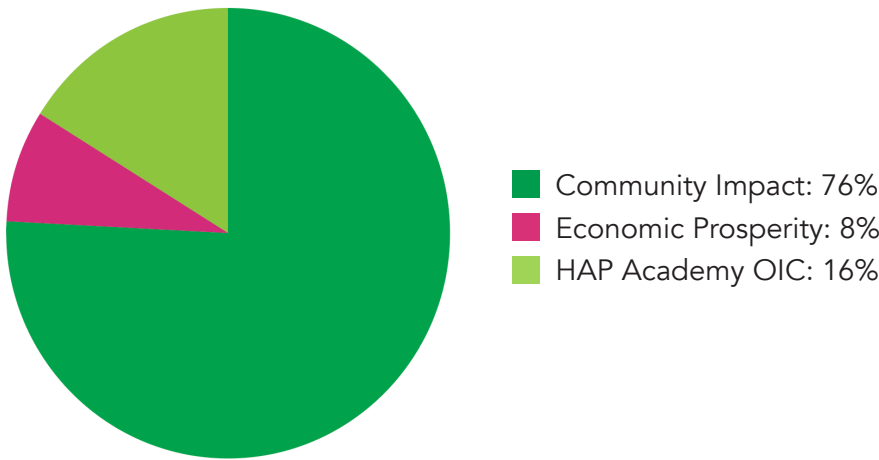
Our **ASCEND/Transcend Program** has been addressing the issue of sexual exploitation among youth under 25 since its inception in 2012. In 2023, the program supported 24 individuals and 120 members of our community, making a profound impact on their safety, recovery, and path to independence. The program's approach integrates culturally and linguistically appropriate services to ensure that victims and at-risk youth have access to the resources and support they need. Our staff works in collaboration with schools, social services, and law enforcement to raise awareness and combat youth exploitation effectively.



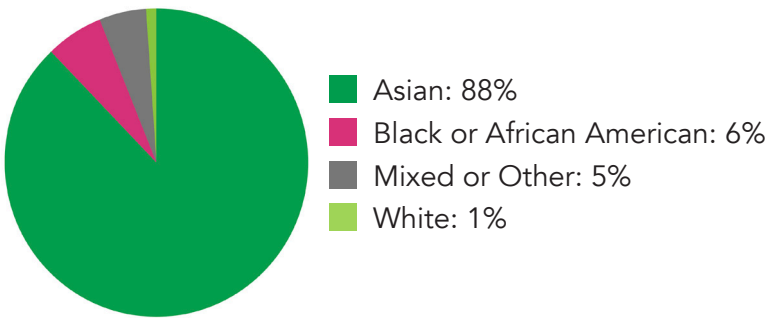


# 2023 HAP People Served

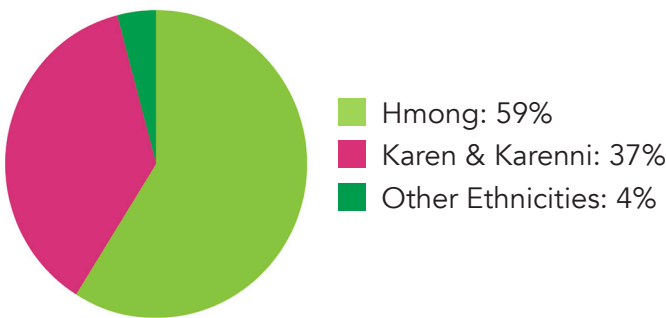
2023 Programs



2023 Race



2023 Ethnicity



## 2023 HAP Academy OIC Program

In 2023, HAP Academy OIC served a total of **757** participants, impacting **3,481** community members. Our impact was made possible through a wide range of support services, training activities, and culturally appropriate resources. We worked closely with **254** employer partners and provided Customized Job Training (CJT) to **349** individuals, helping them gain skills and access employment opportunities.



**757**  
participants



**3,481** community  
members impacted



**254** employer  
partners



**CJT to 349**  
individuals

The Community School of Excellence (CSE) is a key HAP partner, offering out-of-school time activities for high school students. Activities in 2023 included academic support, arts, leadership development, STEAM, and career exploration. As CSE transitioned to focus solely on high school students, HAP impacted **350** students through training, development, and job fair opportunities.

In addition to our training and development programs, HAP Academy OIC provided a total value of **\$124,845.66** in supportive and in-kind services. These funds helped cover essential needs, including books, post-secondary fees, child and dependent care, educational testing, employment-related expenses, transportation, insurance, and more.

HAP Academy OIC remains dedicated to empowering individuals and strengthening the community by providing resources and opportunities that pave the way for long-term success. We look forward to continuing this work in 2024 and beyond.





## 2023 Economic Prosperity Program

In 2023 HAP supported 372 individuals, impacting 2,610, and helping to secure \$390,556.60 in loans to minority and low-income business owners, and created 29 full time jobs.

HAP's staff provides culturally tailored support in multiple languages, including Hmong and English, using easy-to-understand curricula and Sharia-compliant loan options. This empowers entrepreneurs with limited English proficiency to build sustainable businesses, promote generational wealth, and overcome systemic barriers.



372  
individuals



2,610 community  
members impacted



\$390,556.60  
in loans



29 full  
time jobs

## 2023 HAP Transportation

With a fleet of over 45 buses and vans, HAP Transportation is our primary social enterprise providing transportation for over 4,000 students to local schools around the Twin Cities. This operation is combined with HAP Academy OIC in providing behind-the-wheel CDL training to bus drivers. Our CDL training track prepares individuals to obtain a Class B-CDL License. Instructors teach and review the CDL manual with participants and help them study for the permit test. Participants receive further training through a behind-the-wheel experience in driving a school bus leading to a Commercial Driver's License. This license allows participants to drive buses, plow trucks, and other similar vehicles. 4,491 students accessed these services, and upon exit all averaged a \$26-27 hourly wage.





## 2023 Cultivating Connections

HAP Cultivating Connections: Conversations with May yer launched in 2023 with a clear purpose—to build meaningful connections and spark transformative dialogue within the community. Driven by May yer's vision, this series brings together community experts and leaders, and HAP partners, to engage in conversations that inspire action and drive change. More than just a discussion platform, Cultivating Connections serves as a bridge—connecting HAP's partners and funders directly to the communities we serve, fostering deeper relationships and collective impact.

### Our 2023 Sponsors:

- ACET Inc.
- Andersen Corporation
- Asian Economic Development Association
- AT&T
- Capella University
- Children's MN
- Christensen Group
- Clearfield Inc.
- CorTrust
- Hylden Advocacy & Law
- Immigrant Entrepreneurs Summit
- J. Murphy & Associates
- JPMorgan Chase & Co.
- Metro State University
- Metropolitan Consortium of Community Developers
- North Memorial Health
- Rice Street Transportation
- Saint Paul - Ramsey County Public Health
- SFM
- Sunrise Banks
- Target





# HAP Financials

## Financial Fluctuations and Budgetary Shifts (2021–2023)

Over the past three years, HAP's financial landscape has experienced significant fluctuations, largely driven by external economic conditions, emergency funding allocations, and the shifting demands of a post-pandemic world. As COVID-19 relief funding waned and operations stabilized, HAP navigated critical financial transitions while ensuring the continued delivery of essential services to our communities.

### 2021: Emergency Relief and Recovery

In response to the ongoing economic hardship faced by small businesses and families, HAP deployed DEED emergency relief grants and loans, provided support through Paycheck Protection Program (PPP) loans to small businesses, and managed COVID-related funding streams. These efforts infused critical financial support into the community but created temporary revenue spikes that were not sustained beyond the relief period. Meanwhile, as schools reopened for in-person learning, HAP Transportation revenues slowly rebounded, signaling the gradual return to somewhat normal operations.

Expenses			
Program Services			
Workforce Development	2,298,449	-	2,298,449
Health and Wellness Services	1,988,702	-	1,988,702
Economic and Community Development	313,999	-	313,999
Children and Family Services	1,355,713	-	1,355,713
Hmong National Development	9,456	-	9,456
Social Enterprise	3,221,578	-	3,221,578
Total Program Services	9,187,897		9,187,897
Management and General	2,258,466	-	2,258,466
Fundraising	210,919	-	210,919
Total Expenses	11,657,282	-	11,657,282

### 2022: Organizational Stabilization

With emergency funding streams phasing out, HAP entered a period of financial rebalancing. Transportation revenues began to stabilize despite continued bus driver shortage, while we focused on backfilling staff vacancies left from the pandemic. The organization prioritized restabilization, ensuring programs could continue to serve communities despite the reduction in COVID-era funding.

### The Challenge of Sustaining Post-COVID Funding

As the world reopened and pandemic-era funding phased out, HAP embraced the opportunity to build a stronger, more sustainable future. The organization pivoted toward long-term financial resilience, focusing on diversifying revenue streams, increasing private foundation support, and enhancing operational efficiencies. While the transition required adaptation, it also reinforced HAP's commitment to strategic growth and lasting impact, ensuring continued service to the community for years to come.

	Total Net Assets	Change in Net Assets (net profit)
2021	\$ 9,941,811	\$643,817
2022	\$ 9,470,307	(- \$471,504)
2023	\$ 14,984,779	\$5,514,472



# HAP Coalitions & Partners

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## COALITIONS

### Academy OIC

WorkWellMN (MESC)  
xChange  
OICA  
Ramsey County WIB  
Hennepin County WDB  
RC WBL-part of National Skills Coalition (NSC)

### Community Impact

Violence Free Minnesota (VFMN)  
MN Coalition Against Sexual Assault (MNCASA)  
Navigator Coalition  
MHealth Fairview - St. John's Community Advisory Committee  
MN Hmong Gender Justice Collective (MNHGJC)  
East Side Community Partners Health and Wellbeing Collaborative (ESHWBC)

### Economic Prosperity

Business Resource Coalition  
MN CDFI Coalition  
Catalyst Coalition  
East Side Business HUB

## PARTNERS

### Academy OIC

St. Catherine University  
Metro State University  
Century College  
American-Indian OIC  
Dakota County Technical College  
Saint Paul Public Schools  
Community School of Excellence (CSE)  
Prairie Seeds Academy  
Hmong College Prep Academy (HCPA)  
Benedictine Mariam  
Metro Transit  
Montessori Training Center of MN  
Hmong Early Childhood Coalition  
xChange  
WorkWellMN  
Ramsey County WIB  
Hennepin County WDB  
CareerForceMN  
MOHE  
MDH  
MDE  
DEED

### Community Impact

Hmong College Prep Academy (HCPA)  
Community School of Excellence (CSE)  
Transforming Generations  
Karen Organization of Minnesota (KOM)  
Urban Village  
St. Paul Police Department  
Standpoint  
Lutheran Social Services (LSS)  
Women's Initiative for Self-Empowerment (WISE)  
M Health Fairview  
Girl Scouts River Valleys (GSRV)  
Ramsey County Sexual Violence Services (SOS)  
Hope Community Academy

### Economic Prosperity

Allianz  
MN Hmong Chamber  
Small Business Administration (SBA)  
Neighborhood Development Center (NDC)  
Women Venture  
Opportunity Finance Network (OFN)  
East Side Area Business Association (ESABA)  
Asian Economic Development Association (AEDA)  
Next Stage  
MN Zej Zog  
Chase Bank  
National Coalition for Asian Pacific American Community Development (National CAPACD)  
City of Brooklyn Park  
City of Brooklyn Center  
Rooted Philanthropic  
McKnight Foundation  
East Side Neighborhood Development Company (ESNDC)  
Community D CDFA  
MN Grown  
Emerging Farmers Office (MDA)  
Farm Service Agency  
The Food Group  
Wa's Organic Fertilizer  
Minnesota Catalyst Alliance (formerly Catalyst Coalition)  
MN CDFI Coalition  
Old National Bank  
First Bank  
Yu Jie Chen  
XKM Accounting Services  
Faithful Consulting  
Pure Growth Media  
Metropolitan Consortium of Community Developers (MCCD)  
Maicher CPA  
State Farm



## Find **HAP**

**Arcade (Main) Office:** 1075 Arcade Street, Saint Paul, MN 55106

**University Office:** 394 University Ave. W, 2nd Floor, Saint Paul, MN 55103

**HAP Transportation:** 150 Sycamore St. W., Saint Paul, MN 55117

**HAP MNsure Office:** 1001 Johnson Pkwy, Ste A15, Saint Paul, MN 55106

**HAP Academy OIC:** 240 Plato Blvd E., Saint Paul, MN 55107

**HAP MNsure/SNAP Office:** Hmong Village 1001 Johnson Pkwy, Suite A15, Saint Paul, MN 55106

**Community Educational Services (CES):** 240 Plato Blvd. E, Saint Paul, MN 55107



