



PROACT

Serving the individual,
serving the community

Annual Report 2009

ProAct, for people ... for community

Dear Friends and Supporters:

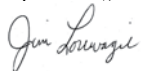
It is with appreciation and pride that we present our annual report reviewing the activities of ProAct, Inc. during the past year, together with the outcomes of our efforts. Once again ProAct is pleased to report an increase in the number of people served, new initiatives that broaden the range of services provided, and gratifying evidence of the quality of the programs offered.

Against the backdrop of a harsh economy and tightening governmental budgets impacting service providers, ProAct has continued to provide quality employment related services and life enrichment programs to people with disabilities and other challenges. Success in this area must be attributed to the hard work and accomplishments of the people we serve, who strived to achieve their goals in skill development and community involvement. This is enhanced by the personalized programs tailored to fit the needs of each individual, and provided by our dedicated, professional and caring staff. The contributions of families, employers, businesses, funding sources and the communities we serve are greatly appreciated.

ProAct is very pleased by the establishment of Life Opportunities, a distinctive program in western Wisconsin that has participants, most of them transitioning from school, involved in numerous business and recreational activities throughout the community. Participants in Life Opportunities, located in Hudson-River Falls, take part in life skills classes, work in a retail supply business, ride horses at the stables and do their own cooking, cleaning and shopping.

Important to our ongoing pledge of quality, for the second time in a row CARF gave ProAct an accreditation report without recommendations, a feat achieved by only 3 percent of those surveyed. We will continue to work hard to maintain this standard of performance.

Respectfully,



James Louwagie
Chair, Board of Directors



Steven Ditschler
President and Chief
Executive Officer



Steven Ditschler and James Louwagie

CARF Certification

ProAct was pleased to join an elite group this spring when it received its accreditation from the Commission for Accreditation of Rehabilitation Facilities (CARF) with no recommendations for the second time in a row.

Among organizations seeking accreditation around the globe, only 3 percent do not receive recommendations for improvement. "This is an extraordinary accomplishment," said Dr. Brian Boon, CARF president.

ProAct President Steven Ditschler credited staff performance for this exceptional achievement, together with ProAct's focus on its mission, sustainability and commitment to continuous improvement.

The accreditation period is three years, the maximum length awarded by CARF. The programs assessed are community employment services—job development, job supports and job-site training; employee development services; employment planning services, and organizational employment services.

Highlighting a Year of Progress

ProAct reached new levels of performance in the 2008-2009 program year in serving the needs of people with disabilities with employment related services and life enhancing skills.

The year saw continued growth in the number of people served, with the total reaching 997, up from the 922 recorded in the preceding year. Most of the increases in program participation came in the employment services and vocational areas, with more modest growth in the Adult Day Services area, formerly known as Traumatic Brain Injury. The Day Training & Habilitation program remained stable in participation. Of the individuals added in 2008-2009, most came in Eagan, which went from 570 to 636, an increase of 66, while Red Wing/Zumbrota gained six and went from 352 to 361.

The makeup of the participants in ProAct programs showed little variation, with primary diagnoses continuing to be led by developmental disabilities, followed by mental illness, traumatic brain injuries and physical or visual impairment.

ProAct seeks to maintain the highest standard of quality in delivering services to those who need them, and this requires the commitment of staff. Their efforts and dedication were the primary ingredients in ProAct receiving accreditation from the Commission

on Accreditation of Rehabilitation Facilities with no recommendations, a result achieved by only 3 percent of the organizations surveyed. The three year accreditation received in the spring of 2009 was the second consecutive recommendation-free report issued to ProAct.

With its focus on employment opportunities, ProAct has continued to emphasize placements in community settings. From packaging work with organizations such as Anagram International to product assembly and restaurant support activity, ProAct individuals learn valuable skills that help prepare them for future employment situations.

Late in the program year, ProAct focused on preparations for a new program introduction in a new geographic area of service. Life Opportunities was designed primarily to serve transition students and has been established in the Hudson-River Falls area of western Wisconsin. This represents ProAct's first location in Wisconsin, although state residents have been served at ProAct's locations in Red Wing and Eagan. The innovative Life Opportunities program helps keep participants active in the community, whether at a work location, through therapeutic horseback riding at the stables or exercising at the YMCA.

The transportation department fills an important role, carrying participants to and from ProAct and their homes, as well as to places of employment and community activities. During the year, ProAct added four new buses to its fleet, two in Red Wing and two in Eagan.

The annual banquets, where participants are recognized for their years of service, were again successful. About 600 people attended the event for Eagan and Hudson/River Falls participants at the Prom Center in Oakdale, while 520 Red Wing and Zumbrota people celebrated at Treasure Island Resort and Casino.

ProAct's board of directors continued to provide sound counsel during the year, contributing to the organizations's progress and stability. Continuing in their roles are James Louwagie as board chair, Mary Ellen Leary as vice-chair, Larry Lehman as board secretary and Charles DeNet as treasurer. Valuable assistance was provided in strategic planning.

While much attention has been given to the troubled economy and the uncertainties it presents, ProAct completed its fiscal year with an increase in revenues. This was a reflection of the greater number of people served during the year. ProAct remains in a sound financial position.



ProAct Fast Facts:

2008-2009
ProAct
Growth- 8%

ProAct expands to
include Hudson
and River Falls,
Wisconsin

Busiest Program:
Employment
Services- 452

Largest Disability
Group:
Developmental
55%

Milestone:
nearly 1,000
participants



2008-2009 Program Statistics

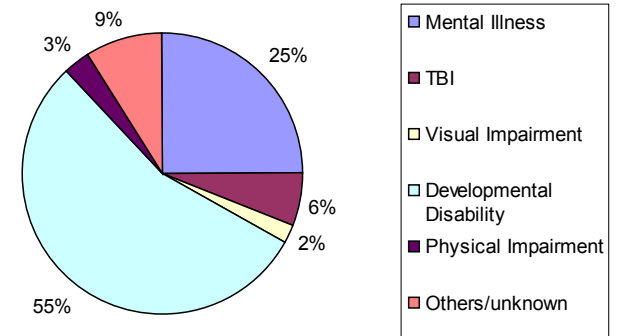
Types of Disability

	Eagan	Red Wing/Zumbrota	Total
Mental Illness	24%	28%	25%
TBI	8%	4%	6%
Visual Impairment	2%	1%	2%
Developmental Disability	53%	59%	55%
Physical Impairment	4%	0%	3%
Others/unknown	9%	8%	9%

Program Participation

	Eagan	Red Wing/Zumbrota	Total
Day Training & Habilitation	219	148	367
Adult Day Services	77	0	77
Employment Services	253	199	452
Vocational	105	33	138
Program Participants	654	380	1,034
Total Individuals served (unduplicated)	636	361	997

Disability Types



Services for Individuals

Assessment Identifies an individual's strengths, interests, work skills and needs through short-term paid community job tryouts.

Work Adjustment Training (WAT) Individuals participate in paid work settings which offer support and training to enhance interpersonal and work skills and assist in setting goals.

School Transition Individualized services to assist students in the transition from school to work and adult life.

Job Placement/Development Individuals are assisted by a placement specialist in obtaining competitive employment in areas that match their interests. The placement specialist assists with resume development, practice interviewing and employer interactions. An individual placement plan is created.

Job Coaching When employment is secured, job coaching is offered to assist the individual with short-term, on-the-job training, to monitor progress and to help ensure success at work.

Summer Youth Work Program Provides disadvantaged youth with the opportunity to build work skills through paid summer jobs.

Adult Day Care Along with providing for physical needs, an enriching social program includes art, music, and discussions, events for celebrations and community outings. Skill redevelopment, cooking and computer experience are also integrated.

Life Skills Classes & Social Activities Practical opportunities are provided for skill development through a variety of life experiences that foster independence and provide social and community participation.

Center-Based Employment Jobs inside ProAct's facilities include packaging and assembly work, automated equipment operations, groundskeeping, digital imaging and janitorial functions.

Supported Employment Individuals are placed in community jobs. Initially, and consistently thereafter, feedback, direction and support are provided to increase confidence, maintain skills and obtain success.

Life Opportunities Hudson/River Falls, Wis. program offers a community workplace, life and recreation skills training, an active lifestyle and healthy eating programs.

Community Employment With training and support, groups and individuals provide services to employers at work sites, performing clerical, warehouse, groundskeeping, digital imaging, maintenance and manufacturing duties, as well as restaurant, hotel and retail services.

Transportation Transportation systems utilize specialized equipment to take individuals to and from facilities, community activities and job sites.

Community Collaboration Ongoing activities include the Kiwanis sponsored AKtion Club, Community Education, Arc, Advocating Change Together (ACT), Feed My Starving Children, Meals on Wheels and visits to community centers and various thrift stores.

Assistive Technology and Accommodations Experienced staff are available as needed to develop assistive devices and accommodations.

Therapists Speech and other therapeutic services are tailored to the individual.



Financial Statements

Year ended June 30, 2009

Statement of Activity

REVENUES

	2009	2008
PROGRAM SERVICE FEES	\$ 9,989,518	\$ 9,398,344
CONSUMER EMPLOYMENT SERVICES	3,482,749	3,354,977
UNITED WAY	78,637	86,436
OTHER	486,529	426,863
TOTAL REVENUES	\$ 14,037,433	\$ 13,266,620

EXPENSES

	2009	2008
PROGRAM SERVICES		
EMPLOYMENT SERVICES	\$ 8,112,905	\$ 7,590,258
DAY SERVICES	4,040,863	3,959,366
VOCATIONAL SERVICES	223,357	164,796
TOTAL PROGRAM SERVICES	12,377,125	11,714,420
SUPPORT SERVICES		
MANAGEMENT AND GENERAL	980,548	955,455
FUNDRAISING	21,764	27,896
TOTAL SUPPORT SERVICES	1,002,312	983,351
TOTAL EXPENSES	\$ 13,379,437	\$ 12,697,771

BALANCE SHEET

	2009	2008
CURRENT ASSETS	\$ 4,511,481	\$ 4,247,464
LAND, BUILDING AND EQUIPMENT	3,725,806	3,556,679
INVESTMENT & DESIGNATED CASH	3,914,472	3,643,901
TOTAL ASSETS	\$ 12,151,759	\$ 11,448,044
TOTAL LIABILITIES	\$ 1,350,033	\$ 1,304,314
NET ASSETS-UNRESTRICTED-DESIGNATED	3,911,471	3,640,947
NET ASSETS-UNRESTRICTED-UNDESIGNATED	6,870,287	6,482,965
NET ASSETS-PERMANENTLY RESTRICTED	19,968	19,818
TOTAL NET ASSETS	\$ 10,801,726	\$ 10,143,730
TOTAL LIABILITIES AND NET ASSETS	\$ 12,151,759	\$ 11,448,044

A COPY OF OUR FINANCIAL AUDIT REPORT IS AVAILABLE UPON REQUEST.

Leadership

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Burnsville, Minnesota

Mary Ellen Leary
Vice Chair
The MEL Group
Egan, Minnesota

Larry Lehman
Secretary
Security State Bank of Kenyon
(Retired)
Kenyon, Minnesota

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DeNet Kenefick & Associates, P.A.
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Past Chair
Alliance Bank
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Teri McCloughan
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PLLC
St. Paul, Minnesota

Dr. Michael Nanne
North Star Dental Clinic
Burnsville, Minnesota

Dr. Barbara Rebhuhn
Hudson School District
(Retired)
Hudson, Wisconsin

Marty Stapleton
Stapleton & McCloughan
St. Paul, Minnesota

Steven Ditschler
Ex Officio
ProAct, Inc.
Eagan, Minnesota

Directors as of September
2009



ProAct Staff

Steven Ditschler
President and Chief Executive
Officer



Carolyn Dobis
Director, Programs and Services,
Eagan/Hudson/River Falls



Sally Ogren
Director, Programs and Services,
Red Wing/Zumbrota



Paul Rodewald
Director, Production Services,
Red Wing/Zumbrota



David Cavalier
Director, Production Services,
Eagan



Pat McGuire
Controller



Jo Ann Peine
Human Resources Manager



Dale Klette
Corporate Compliance Officer

Leadership team from the top as listed.

Life Opportunities

Service to others pushes east

Service isn't something that must always be limited to a geographic area, or the place where a nonprofit like ProAct has substantial facilities. Service is a concept, even a specialty, one that knows no borders.

This reality rang through loud and clear to parents of young adults with disabilities in Hudson and River Falls, Wisconsin. Building on an already established business and recreational base, they asked ProAct to design a program to bring work, life skills and recreation to transitional students leaving Hudson High School.

"We met weekly, planning what kind of program would benefit our daughter and Lou's (Mary Lou Stuesser) daughter," said Jeff Hallbeck, owner of S.O.R.S.A., a restaurant supply

business in Hudson. "We felt that ProAct had the resources to come over to St. Croix County and run it."

The results could be described as innovative, beyond conventional, or even revolutionary. ProAct has put together a flexible, fast moving program that

rotates between the YMCA and S.O.R.S.A. in Hudson, and a farm, "the stables" in River Falls, where participants, one of them in a wheelchair, participate in therapeutic horseback riding.

This combination, coupled with two talented ProAct staff members, has proven ideal for the students with disabilities, who are

Building on an already established business and recreational base, parents asked ProAct to design a program to bring work, life skills and recreation to transitional students leaving high school.



moving more fully into adulthood. "The most important component is that it's all in the community and it's based in the community," said Carolyn Dobis, director of programs and services for ProAct in Eagan.

Inclusion isn't limited to community settings either. Participants do their own cooking, cleaning and shopping, part of a life skills oriented curriculum that's training them to lead more productive lives.

Stuesser, who operates the stables, was especially impressed with ProAct Program Coordinator Stephanie Briggs and human service technician LeAnn Mergens, the program's primary staff members. "These two are hard workers and do a really good job of working together," she said. "Not any two people could make this work and they truly have."

Stuesser helped set up buildings at the stables to be used for life skills classes, meals and other recreational functions. These include indoor and outdoor riding arenas, a furnished and insulated outbuilding with a deck overlooking the riding area and a separate kitchen and family room area for meals and other programming.

Support from Hudson High School has been ongoing, with a great deal of input from teacher Jim Schreiber, who was involved in the planning meetings. "I just wanted to have another option for these kids to go to," he said. "That's what my main intention was," said Schreiber, who often visits the stables on his own time. As a primary teacher for many of the program participants for a number of years, Schreiber had an equal interest in seeing his students succeed. He works with children

and young adults with cognitive disabilities.

Briggs said participants have become happier and healthier through their involvement in Life Opportunities. Some use adaptive equipment to perform everyday tasks. One individual chooses phrases on a speaking device to let others know his thoughts and needs.

Mergens, who has 20 years in the disabilities field, drives the ProAct bus across a wide area to pick up participants, and provides direct care during the day. The structure lends itself to high energy levels and the group meshes well, the staff members explained. From meal preparation to cleaning and laundry, most of the services associated with the program are performed by the participants themselves. Students from the University of Wisconsin-River Falls may also be helping with the program soon.

As some participants sort S.O.R.S.A. dinnerware by size and color on workdays to earn paychecks, others run a paper shredder to dispose of documents. Later, at the Hudson YMCA, they take part in weight training and basketball. Each function offers another opportunity for personal growth.



'The customer is always right'

"The customer is always right," said a grinning Chris Smith from ProAct, who wears many hats at Arby's in Eagan. Frequent diners stopping for curly fries and a roast beef know his grin well, and the attitude of service behind it.

With the front door in view, Smith welcomes patrons from behind the counter. "Hi there, folks. How's it going?" he says to a mother and her baby, joined by an older woman.

The five-year employee takes orders, calls to the back for sandwiches, drops product in the deep fat fryers and makes it right when a customer order is mixed up.

Punctuality is a Smith hallmark, and his boss seemed more than excited to have him on the

team. "He accepts responsibility well and takes direction well," said General Manager Dan Condon.

"You have to take your time and listen to the customers," says Smith.

As the dinner crowd lines up and the counter pressure builds, Smith takes deep breaths and handles one customer, and one issue, at a time.

So what's Smith's dream job? "An area supervisor for the company—they make sure everybody's doing their job correctly and that things are flowing smoothly."



Diligence



Zumbrota an ideal work setting

A new venue, a newfound ability to communicate and new coworkers have been a boon for ProAct's Travis Meyers in Zumbrota. He now often sorts hang tags for Red Wing Shoe Co. The ProAct participant claps and points to a stack of cards on a table.

Meyers, who is nonverbal, had difficulty adjusting to work life at ProAct in Red Wing, but his recent experience at Zumbrota has been much the opposite, his case manager explained. "He's a good example of how changing someone's environment can make all the difference in the world," said Case Manager Sarah Kopp.

His new location also came with a new electronic tool called the DynaVox. The speaking device contains words and phrases that he chooses from a hand held screen, allowing him to make important requests. It also helps him to keep working. "He's communicating with the board, voicing those things

that he needs, rather than becoming physical," Kopp said.

As he works, Meyers' four-slot wood jig makes it easier to group the Red Wing Shoe tags. Once they're together, he then looks closely as he secures each set with a rubber band. "He's capable of doing 150 of these and that's how he earns his rewards," said human service technician Mary Derry. Meyers also works with coasters, a shredding machine and with other light assembly.

As he works, Meyers tracks time and knows when to take breaks and lunch. When it's time for an activity, he offers a joyful laugh. Time on a computer, at a keyboard and candy are incentives to keep him on task.

The Zumbrota work program started in March and a separate rotating group is bused in each day. "This is the Mecca for Red Wing," said a man across the table from Meyers. "Everybody likes it."



Ability to focus

Stability, leadership, longevity

Rising at 4 a.m., Arlyn Quamme is still hours ahead of his workday at Norwood Promotional Products in Red Wing. Even at 67, he wouldn't have it any other way.

"I love to work, keep busy and get things done," said Quamme, a 10-year veteran of ProAct. His feelings of accomplishment mesh with feedback from his supervisors.

Quamme requires little direction, allowing Site Supervisor Del Cook to just point to the boxes he's to work with.

"He's our 'go to' guy," said Cook, who watches over the debugging crew at the manufacturing facility. He can be paired up with another ProAct worker to keep the work moving when Cook has to leave the room. Though not a supervisor, Quamme is more than capable of filling those shoes temporarily.

Maintaining a safe and clean work area are two of his hallmarks,

explains Case Manager Joyann Johnson. "He's polite, helpful, quiet, a hard worker and a people pleaser type."



Longevity of service

The appreciation flows both ways. "I have good job coaches," said Quamme. "They instruct me. I do make mistakes once in a while."

The early riser is in bed by 8 p.m. and ready to board the bus by 6:30 the next morning. "When you feel like you're accomplishing something, then (when) getting up you don't feel so bad," said Quamme.

"If there was no ProAct, we probably wouldn't get the opportunity," he said.

Confidence built, determined

Some people just don't know what they're capable of until they're put to the test. Ron Kaufman, a ProAct client at the American Legion in Red Wing, is one of those people, and he's even surprised himself in his accomplishments.

Kaufman got his chance two years ago when a ProAct cleaning crew at the Legion needed to be trimmed. He stepped up, taking the entire morning cleaning job on himself.

"He was a bit hesitant starting out, but he's done amazingly well," said ProAct Case Manager Sarah Kopp. "People absolutely love him and he's taking on more responsibility."

With its three veterans groups, Post 54 has more than 1,000 members. It opens in the early afternoons, and often hosts weddings

and other events, all of them leading to more cleaning work for Kaufman three mornings each week.

He said he was surprised that he got the job, and was really happy, and excited. His work won kudos from Legion Manager Linda Chandler, particularly for work quality and his pace.



Building self confidence

"He's just excelled. He's gotten more confident since he started," said Chandler. "I really believe he is a success story."



What does he see as his ideal job? "I'd actually like to be a janitor. It kind of runs in my family. My uncle Gary used to be a janitor and my grandpa. They taught me some things," said Kaufman.

Focused, independent, full-time

One good measure of a hard day's work is how a person feels when evening arrives. Jennifer Scheerer knows she has spent a full day working at the Goodwill thrift store in Apple Valley. She places garments on display by style and color.

"I get home and I get tired at night," said the full-time employee, as she pushed racks around the store.

"It's a lot of work, putting all this stuff away." Apple Valley is the third largest Goodwill store by volume in the district.

When not stocking clothes, she straightens racks and dressing rooms, does price checks, puts away household goods, and keeps the store clean.

After starting as a part-timer, Scheerer was offered the full-time position of an employee who left.

"She's done a great job, especially when she went to full-time for us," said Production and Facilities Manager Shaun Clover. "Those who succeed at full-time tend to embrace the regularity of the schedule and the relationships they build with loyal customers," he said. They make it more fun to come to work every day, Clover explained.



Independent

Scheerer's appetite for apparel began with a ProAct vocational assessment. One of her most successful work

sites, T.J. Maxx in Eagan, helped develop her interest, explained ProAct Vocational Specialist Leann Prins. "She was highly motivated to find work," said Prins, who helped her pursue jobs. Now a former ProAct client, Scheerer was referred by Minnesota State Services for the Blind.

Scheerer was an Employee of the Month and was nominated for Goodwill's "Star Performer" award.

First and last impressions

Hastings Walmart greeter Derek LaSalle is the first person people see when they come in and the last person they see when they leave.

“That’s why we’re different,” said LaSalle, who found the job on his own after receiving support from ProAct. He thinks Walmart may be the only store to employ greeters.

He came from Coborn’s in Hastings, where he was a cashier and late night stocker. LaSalle was backed by ProAct Vocational Specialist Debra Ulrich, who verified his skills and work readiness.

When LaSalle gave notice at Coborn’s, his manager was away. “He said that if he was there, he would have talked me out of it,” LaSalle explains.



Moving ahead on one’s own



Current supervisor, Customer Service Manager Ashley Mooney, said he is very respectful and nice to customers.

His Walmart duties are more than just wishing people a good day. He scans product returns at the door and labels them. When the security gate alarm sounds, he checks and records items.

The greeter is mostly on his feet, and helps patrons all day long. While some remember the more difficult customers, LaSalle tends to focus on the positive.

His next goal is to be a stockman, a position that involves cart retrieval and other outside tasks.

As to greeters, “They pretty much set the mood for the entire shopping experience,” said Mooney.

Peer mentor sets example, helps others

Compassion and caring are more than just words to ProAct peer mentor Amber Griffith- they’re tested attributes made stronger by a year-long mentoring experience with a fellow participant.

At ProAct in Eagan, Griffith was a one-to-one mentor for Margo Olberding, who passed away unexpectedly late in October. “I was with her when she needed me,” said Griffith, who worked alongside her on the ProAct work floor. When her coworker got frustrated, Griffith was there to assist, or lead her to a staff member who could help. “I miss her a lot,” said Griffith.

ProAct case managers look for leadership qualities and skills in their people, said Program Coordinator Jennifer Markley. Griffith’s mentoring skills were well-matched to ProAct’s Small

Group, where participants often require more attention.



Griffith pushed Olberding around in her wheel chair in and outside of ProAct, assisted her with meals and worked by her side. When Olberding got distracted from work, Griffith was there to put her back on task.

Griffith has completed the one year peer mentors program.

Griffith has performed well. Her supervisor, human service technician Dawn Kalscheuer, says “Her stuff is so good, I don’t even need to check it.” Outside of work, she’s able to go out on her own and hopes to get her drivers license.



Assisting others

With four years at ProAct, she can’t wait for the fifth.

“In one more year, I’ll be getting my (five year) award,” she said. “I love it here.”

Contributions

Annual Fund Donors

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Memory of Carrie Albarado
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James and Mary Ann White

REMEMBERING LOU BESSER



the ProAct Golf Classic.

A former math teacher, he served as an official of Sperry Univac before joining ProAct. Active in the community, Besser was a member of Eagan Rotary, the Lions Club, the Northern Dakota County Chambers of Commerce, and several other organizations.

Lou will be remembered with respect, affection and appreciation for what he accomplished for the organization.

Staff members, friends and participants of ProAct mourn the passing of Lou Besser, who served as president and chief executive officer during a critical period in the organization's history. Beginning as a board member in 1988, Besser was named president of Owobopte, a predecessor of ProAct, in 1990. During his tenure a modern facility was built in Eagan that serves as ProAct headquarters today, fiscal stability was restored and numerous improvements were made in staff policies, benefits and compensation. He also began



WELLS FARGO



ProAct Golf Classic '09

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Eagan (headquarters)

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TTY: (651) 289-3167



Red Wing

204 Mississippi Ave.
Red Wing, MN 55066
Phone: (651) 388-7108
Fax: (651) 388-9223
TTY: (651) 388-2799

The many doors of ProAct: from the top, the Eagan headquarters, Zumbrota's main street entrance, the main entry at Red Wing and S.O.R.S.A in Hudson, the workplace for ProAct's Life Opportunities program.

Zumbrota

224 South Main St.
Zumbrota, MN 55992
Phone: (507) 732-7888
Fax: (507) 732-4085
TTY: (651) 388-2799



ProAct is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for employment planning, employee development and organizational and community employment.



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Hudson/River Falls

N 8424 A 900th St.
River Falls, WI 54022
Phone: (715) 410-4216
Fax: (715) 425-7944
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ProAct, Inc. is a 501(c)3 not-for-profit organization with more than 35 years experience.

(This information is available upon request in alternative languages and formats.)



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