



Competence, Confidence and Choices



ProAct Annual Report 2013

Dear Friend of ProAct,

We are pleased to present a summary of our 2013 program year in this annual report. ProAct experienced another successful year serving its mission. Consumers served by ProAct made progress in achieving their goals, and expressed a high level of satisfaction with our services. We met or exceeded the expectations of employers of our consumers and business customers. Overall, we finished the year in a good position programmatically and maintained a positive level of financial stability.

ProAct served more than a thousand people out of our five locations with a wide range of services tailored to meet their individual needs, and more than 100 businesses that provided training, work, and employment options. In addition, a comprehensive array of non-work options were offered to enrich the lives of the persons served.

While it is good to review the past performance of our organization, we fully realize that it is what we do in the present, and in the future, that requires our complete attention. We operate in an environment of continuous change and heightened expectations, one that demands a commitment to continuous improvement. ProAct embraces its role and responsibility in providing high quality services for both individuals and businesses choosing us to provide services, and we are committed to constantly improve what we do.

Success for the people we serve is not achieved through the efforts of ProAct alone. We are very grateful and appreciative for our relationships with the many other stakeholders working to improve the lives of people with disabilities and other barriers to employment and community inclusion. Together we can make a significant difference in their lives.

Respectfully,



Steve Ditschler
President and CEO



Teri McCloughan
Chair, Board of Director



ProAct Services

- Assessment
- Work Adjustment Training (WAT)
- School Transition
- Job Placement/Development
Job Coaching
- Adult Day Care
- Life Skills Classes & Social
Activities
- Center-Based Employment
- Supported Employment
- Life Opportunities
- Community Employment
- Transportation
- Community Collaboration
- Assistive Technology and
Accommodations
- Therapists

Cover, from left to right: Christine Woodman is an important part of the housekeeping staff at Country Inn, River Falls; Grafix Shoppe President Mike Donovan has enjoyed ProAct's William Ruse and his work; Red Wing Computer has benefited from exceptional employees through ProAct; consumers Andy Bakken and Brad Mikkelson select beverages on an outing in Zumbrota, and Site Supervisor Dave Dankers has set up an effective cleanup crew for the city of Red Wing, including Kevin Fosberg and Steve Hager.



Reviewing a Year of Competence and Accomplishment

The clients served by ProAct, Inc., experienced a satisfying year of achievement in 2012-2013, helping ProAct meet its goal of service to people with disabilities and those with other difficult challenges. While making progress in several key areas of activity during the year, ProAct again served more than a thousand people through its varied programs.

- ✂ Day training & habilitation and employment services continued to be the largest program areas when reviewing participation, followed by vocational services and adult day services. The total number of unduplicated individuals served in Egan and Hudson, Wisconsin in 2012-2013 was 684, while Red Wing and Zumbrota had 346. The overall total for ProAct was 1,030.
- ✂ Of the individuals served by ProAct in the past year, most have intellectual or other developmental disabilities, while others have mental illness, brain injuries, and other disabilities. The dominant groups are served primarily at Egan and Red Wing.
- ✂ Revenues reflected a modest decrease during the 2012-2013 year, largely a result of a decrease in revenue from program service fees. changes in government reimbursements. With the organization's continued conservative management and its strong asset base, ProAct remains financially sound and prepared to pursue its mission.
- ✂ The greatest program growth in the past year was in the vocational rehabilitation services area, which saw increasing efforts to identify work locations in the community. Work in actual employment situations is most useful in assessing the skills and interests of those being considered for job placement. Part of this has involved ProAct's continuing efforts with customized employment, where the individual's specific talents and abilities are identified and then job developers seek to find jobs that fit those skills profiles.
- ✂ The Life Opportunities program in Hudson, Wisconsin is increasing its scope of operations, with the placement of some individuals in work situations out in the community. The Hudson location continues to meet the needs of people in western Wisconsin for life skills training and recreation, and the crafts created by participants are gaining considerable attention.
- ✂ ProAct's recognition banquets were highlights of the year once again, opportunities to celebrate the accomplishments of participants and to note the important contributions of community partners. Nearly 600 people attended the event at the Prom Center in Oakdale for participants in Egan, while about 500 attended the banquet for Red Wing, Zumbrota and Hudson participants at Treasure Island Resort and Casino in Red Wing.

Several firms were honored as Employers of the Year for providing jobs, including Apothecary Products, Applied Power Products, Potbelly Sandwich Shop and Subway in Eagan, and Xcel Energy and Sylvander Heating in Red Wing. These exemplary companies demonstrate that the individuals with disabilities and other challenges placed in community jobs by ProAct can perform effectively and contribute along with other members of the workforce.



While most of the funds needed to support ProAct's programs come from service fees, the organization is most appreciative of the grants and contributions it receives from agencies, community groups and individuals. The ProAct Golf Classic is the organization's only fundraising event of the year and was again successful and enjoyable for all participants. ProAct also received substantial support from the Tapemark ProAm Golf Tournament and the Give to the Max fundraising effort.



Transportation is a critical area for ProAct, since more than 95 percent of participants cannot drive and rely on ProAct's vehicles each day they come, 52 weeks per year. The support of the Minnesota Department of Transportation was especially welcome. The grant received from MnDOT provided the major funding for the addition of two buses to ProAct's fleet, which now numbers almost 60 vehicles.



ProAct's volunteer activities continue to grow and provide opportunities for greater community participation on the part of participants. These include periodic visits to Feed My Starving Children, senior centers and other charitable organizations. One new venue is GiGi's Playhouse in St. Louis Park, a place where preschool youngsters with Down Syndrome have a chance to play and interact with others.



ProAct Values

EXCELLENCE – To provide the very best services and products that can be delivered.

INTEGRITY – To achieve the highest levels of trustworthiness as the result of our actions.

RESPECT – To respect all individuals served, their abilities and their contributions.

ACHIEVEMENT – To enable all individuals served to achieve their greatest potential.

PARTNERSHIPS – To establish and promote partnerships and work in a collaborative manner for the advancement of our mission.

PROFESSIONALISM – To promote the contributions, leadership and diverse expertise of our staff and their commitment to the individuals served and to our community partners.

INCLUSION – To support and provide opportunities for all individuals served to be participating members of the community.

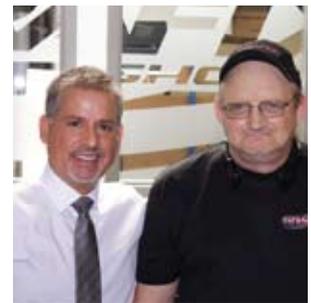
PERSON-CENTERED – To design, implement and maintain services as directed by the needs and desires of each individual served.

CONTINUOUS IMPROVEMENT – To achieve greater satisfaction among the individuals served, their families and other stakeholders through continuous and incremental improvements.

“ ProAct has the staff and program diversity to offer choices to our clients, no matter what their ability or needs. By providing an array of choices, our clients can reach their fullest potential.”

Board Chair – Teri McCloughan





Crewmember William Ruse works closely with his coworkers to complete a letter prep project for a retail display. Ruse is a core member of a crew that varies in size. He's connected with Grafix Shoppe President Mike Donovan, who has committed to keeping a minimum of two ProAct crewmembers busy going forward.

Group Employment's Benefits

ProAct's enclave or group employment teams are a flexible workforce that employers rely on to meet fluctuating work levels and operations that require a large amount of product handling.

Enclaves also serve as a springboard for many individuals to gain the skills and workplace etiquette needed for independent employment.

Reliable teams are coupled with ProAct supervisors, who typically work alongside consumers and help them to interface with the business or organization.

What did we do before ProAct?

Leadership, flexibility and production knowledge are a few of the highlights for William Ruse at Grafix Shoppe in Eagan, where his supervisors have witnessed a personal transformation resulting from his work.

The family atmosphere was a welcome change for Ruse. Some companies simply want the product done and don't have concern for the individual, he explains. "Here they care about you."

The employee works on crews of two or more, scraping excess material from acrylic lettering and other sign related handwork. Ruse's case manager had recommended him for an independent job, but he prefers the group environment offered through work enclaves.

Site Supervisor Sandy Vang is well-liked by Ruse. "Who's your favorite staff, Willie?" she asks. "That would be Sandy," he responds.

Having nicknames for employees is a tradition maintained by Grafix Shoppe President Mike Donovan, who said he wants people to be included. "They (ProAct workers) are fully integrated into our culture, with jerseys, shirts, jackets, hats— they're totally part of our culture," he said.

"It's good for this business to have a relationship with ProAct, and seeing the results of these men and women, it's gratifying," Donovan said. The company leader said work is dignity, no matter who a person is or what they do. "It's doing something that's productive."

GRAFIX SHOPPE

Formerly located in downtown Minneapolis and Bloomington, the Grafix Shoppe moved to its current headquarters building in the late 1990s. It's near ProAct, in an Eagan business park off Lexington Avenue.

The company began as a small shop producing graphics for law enforcement and commercial vehicles. It has since expanded to include retail and event marketing and vehicle wrap markets, point of purchase signage, banners and custom fabricated signs and displays.

"Our philosophy is, if you're out there aggressively winning in the marketplace, you can create jobs," said Mike Donovan, president of Grafix Shoppe, for a television interview. "I have a phenomenal team, and that's what it's all about."

Several family members are employed by the 25-year-old business, which has regular employee appreciation events.



Her smiles, appreciation, service abound

The hospitality industry is demanding on two fronts. Good service must be coupled with an excellent attitude, and Christina Woodman has both.

As she works to boost her efficiency and increase the quality of the rooms she cleans, Woodman remembers to smile through the day, say hello and ask guests how their day is going.

“It’s a great job and jobs are hard to come by,” said Woodman, who found the position at Country Inn in River Falls with assistance from ProAct Job Developer Kyle Adams. ProAct was contacted by the Wisconsin Department of Vocational Rehabilitation.

Country Inn General Manager Bryan Fish said Woodman shows up on time, and is motivated. “She has a great attitude, that’s for sure,” he said. When corrections need to be made or criticism given, she fixes what needs work and keeps on going, he explained.

The pay is good, Woodman said, and employee reviews happen every six months or a year. Experience helps, and Woodman had worked in housekeeping, for a casino and at a McDonald’s restaurant.



COUNTRY INN- RIVER FALLS

The preferred hotel of Falcon UW-River Falls Athletics, Country Inn is a 35-room facility with gourmet breakfast amenities, a spacious indoor pool, whirlpool and patio area with grill. Its space for meetings and a workout room provide additional services for business and recreational travelers.

The busy times at Country Inn are typically on weekends, when Christina Woodman is on hand to assist. There are guests for weddings, student families and tourists exploring the Kinnickinnic River for fly fishing. Golfing and special events are coordinated by the Chamber of Commerce and drive traffic to the area, explains General Manager Bryan Fish.

Country Inn also offers delivery service to guest rooms, free WiFi and small refrigerators upon request.



From far left, Christina Woodman is a reliable addition to the housekeeping staff at the River Falls hotel, which caters to business travelers, tourists and college traffic. Efficient and well-equipped, Woodman spends about 30 minutes prepping each room. Her manager, Bryan Fish, appreciates her contribution.

Customized Job Development

Matching candidates with steady employment is the noble task of ProAct job developer Kyle Adams, who covers the Red Wing and Western-Wisconsin areas.

Adams was impressed by Woodman’s friendly demeanor and helped figure out opportunities based on her past work history.

The job developer makes regular visits to monitor Woodman’s progress and touch base with her supervisors. His work helps to further establish relationships in the communities where ProAct operates, which, over time, bring about added opportunities for the clients he serves.

“The organization is doing all it can to maintain the high quality care staff we have in place today.”

Board Member– Chuck DeNet





RED WING COMPUTERS

A 17-year Red Wing business that recently added a downtown retail location to its mix, Red Wing Computers offers refurbished machines, accessories and repair services.

The move downtown increased the store's traffic fivefold, said Operations Manager Chris Heath. He manages the base of operations, which includes technicians who answer client service calls.



Computer whiz finds ideal job match

Like a favorite pair of gloves, David Jablonske is a perfect fit at Red Wing Computer and IT Services, where he works in customer service and technical support.

A teacher at ProAct's Red Wing program recommended the computer store to Job Developer Kyle Adams, who assisted Jablonske in his search. The 25-year-old had moved back to Red Wing from Waseca, where he worked for nearly two years at another computer business.

Operations Manager Chris Heath was impressed by Jablonske's knowledge-base. "He does it all," said Heath. "You have to do a little bit of everything when you're in a small company."

The manager said business demands drive employees to learn. And, as Jablonske helps customers, he fixes and troubleshoots machines. "This is my dream job. This is awesome," he said.

The manager said technology pros can't be complacent or they will work themselves out of a job and out of business. "If you don't learn something every day, something's wrong," said Heath. "I would expect he would continue to grow."

Clockwise from top left, Manager Chris Heath at Red Wing Computers, right, was immediately impressed by David Jablonske's knowledge, and hired him part-time. Jablonske repairs and rebuilds a variety of electronics, performs software installs and antivirus checks and removal. The new store in Red Wing's quaint downtown setting has increased traffic dramatically. Heath said the employee is a great asset to the business. "I can't say anything different. I don't know what we would do without him."

Skill development, training

In a job that requires ongoing refreshers, computer technician and retail salesman David Jablonske is steadily increasing his skill level by keeping up with the latest technology training and news.

Greater confidence and capabilities can also come from industry certifications, which Jablonske is pursuing. Cisco, which provides training on computer networking, is a focus, as are repair capabilities for iPhones and iPads.

"You don't have to know the specifics about every machine. You can't," said Manager Chris Heath. "But, they all work similarly."

Tenacity appears to be a strong point with the employee. It's not a bad trait when it comes to troubleshooting machines. "I can kind of obsess about it, and won't stop until I figure it out," Jablonske said.

Job developer Kyle Adams has seen a transformation occur in Jablonske. "He's really happy. I can't even recognize the guy," Adams said. "He's totally different, happy all the time."



PROACT DAY PROGRAM ZUMBROTA, MINN.

A different level of personal care is found at ProAct's Zumbrota location, strategically located in the downtown of this farming community north of Rochester.

The mostly quiet location, which serves less than two dozen people, splits its services into two areas based on the level of need and individual capabilities. A rotating group of consumers from ProAct's Red Wing location are bused to Zumbrota, where many enjoy the more relaxed pace and regular activities.

The atmosphere at ProAct's western Goodhue County outpost has been enhanced by a highly knowledgeable staff that hasn't changed in two years.

Activities are built around different themes, with cooking, visits to the Cannon River, parks, shopping and weekly lunches out.

Nurse visits and occupational therapy are also part of the routine at the facility, which is managed by ProAct's Red Wing location.

Steady presence, small town integration

Plans began 20 years ago for the location that first bore the name "ProAct," on the edge of downtown Zumbrota.

While regular participants typically require a higher level of care and higher staff ratios, additional clients who are more independent are also brought in. And, those who frequent Zumbrota have come to accept people with disabilities as part of the local landscape.

"Everybody's been really friendly," said Site Manager Jo Erickson.

A summer of main street road construction and remodeling at a neighboring convenience store have kept people engaged. One group made cookies for the construction workers outside. Consumer camaraderie has been coupled with strong teamwork, as well, Erickson explains.

Photos: From top left, Kitty Halvorsen, left, Brad Mikkelson and Andy Bakken take in some lunch and social time at Dairy Queen. Kirstin Lehman focuses on production in Zumbrota's work area. David Bollenbeck works on a project as Human Service Technician Mary Anne Blank reviews paperwork.

"Our daughter's confidence has improved with her ProAct employment and she thoroughly enjoys the choices that ProAct provides for her to work on. The ProAct staff is super, and exhibit great competence in their profession."



Board Member— Larry Lehman



City crew expands, tidies up facilities

A ProAct cleaning crew that began serving the city in 2012 increased its workload by 25 percent early in 2013 as crews proved themselves and were rewarded with added responsibilities.

“You almost forget they’re around,” said Shawn Blaney, Red Wing’s superintendent of buildings and grounds. “It’s something I don’t even think about or worry about.” Facilities cared for include multiple city buildings, wastewater, waste management and maintenance structures. Oakwood Cemetery, the Colville Courtyard rental facility and parking ramp stairwells are also kept clean by a regular crew, led by ProAct Site Supervisor Dave Dankers.

“My guys take a lot of pride in their work. They definitely do. You can see by how independent they are,” said Dankers. As a job coach, he empowers crewmembers to work on their own as much as possible. The city gives the crew a lot of freedom, and no news is often good news. “I don’t follow the crews around. And, I don’t hear any complaints,” said Blaney.

Crewmember Steve Hager said he prefers working in the community more than in-center at ProAct. “There’s more of a variety here,” he said.

CITY OF RED WING

Multiple city buildings in Red Wing need regular cleaning with minimal disruption to employees. This made a schedule essential.

Deep cleaning was requested for some buildings to bring them to an acceptable standard, explains ProAct Supervisor Dave Dankers.

Red Wing, which traces its founding to 1857, ranks among the leading Minnesota cities for manufacturing, with products including shoes, pottery, leather, linseed oil, safety equipment and robotics.

Its park system comprises nearly 931 acres, serving a city of less than 17,000 people. There are nearly 1,400 businesses in Red Wing, according to a U.S. Census report from 2007.

Relationships build confidence

ProAct had worked with the city of Red Wing in the somewhat distant past, and the nonprofit was elated when the municipality found new opportunities for people with disabilities last year.

The trust it places in ProAct’s cleaning crew comes with much responsibility, particularly with a rental facility that must be clean and presentable for customers who reserve it for events.

Another structure where ProAct has proved its mettle is the incinerator building, which had a lot of soot deposits to remove. “We got a good handle on it, and it’s looking a lot nicer all the way around,” said Dankers. “Our guys have got it down pat.”

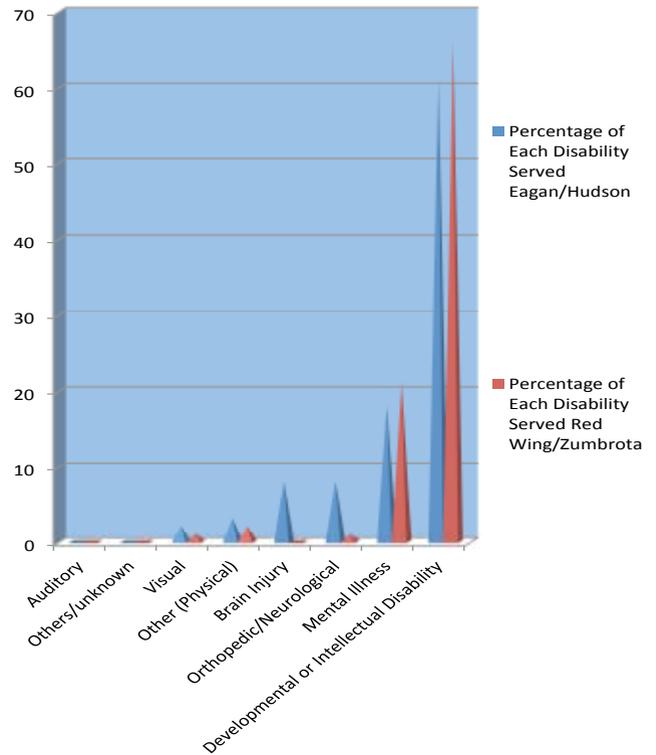
“ProAct continues to provide excellent service to its clients while maintaining financial stability in these very challenging times.”

Board member– De De Wanzek



Percentage of Each Disability Served

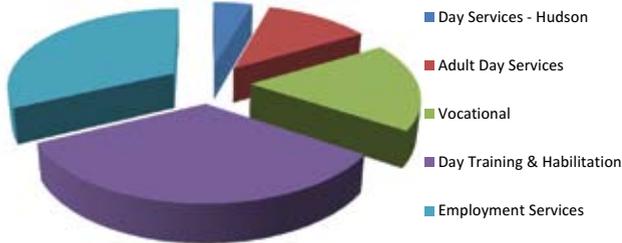
	Eagan/Hudson	Red Wing/Zumbrota	Total
Auditory	0%	0%	0%
Others/unknown	0%	0%	0%
Visual	2%	1%	1%
Other (Physical)	3%	2%	2%
Brain injury	8%	0%	7%
Orthopedic/Neurological	8%	10%	9%
Mental Illness	18%	21%	20%
Developmental or Intellectual Disability	61%	66%	61%
Total	100%	100%	100%



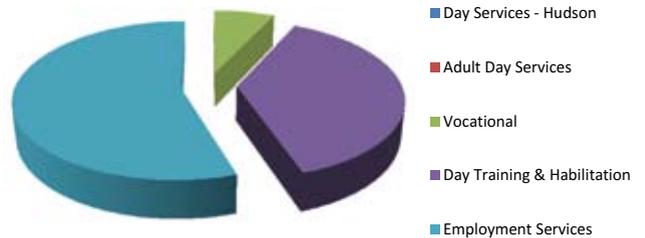
Primary Diagnoses and Program Participation

	Eagan/Hudson	Red Wing/Zumbrota	Total
Day Services - Hudson	31	0	31
Adult Day Services	83	0	83
Vocational	124	25	149
Day Training & Habilitation	232	135	367
Employment Services	223	196	419
Program Participants	693	356	1049
Total served (unduplicated)	684	346	1030

Primary Diagnosis and Participation - Eagan/Hudson



Primary Diagnosis and Participation - Red Wing/Zumbrota



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Steven Ditschler
President and
Chief Executive
Officer



Carolyn Dobis
Director, Programs
and Services,
Eagan/Hudson



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



David Cavalier
Director,
Production
Services, Eagan



Jo Ann Peine
Human Resources
Manager



Pat McGuire
Controller



Dale Klette
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Eagan, Minnesota

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Chuck DeNet



Barb Rebhuhn

VISION "ProAct will be the provider of choice for individualized services that enhance the quality of life for people with disabilities and other challenges in the areas of employment, life skills and community inclusion."

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#1600 - Hastings
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Lions Club - Eagan
Lions Club - Hastings
Rivertown
Lions Club - Maplewood
North
Lions Club - Rosemount
Lions Club - St. Paul Park
Newport (New Park)
VFW #9433 - Rosemount
W. St. Paul Commercial Club

Financial Statements

Statements of Activities and Changes in Net Assets

	2013	2012
Revenues		
Program Service Fees	\$10,417,340	\$10,874,383
Consumer Employment Services	3,288,410	3,311,830
United Way	9,376	40,224
Other	353,161	419,880
Total Revenues	\$14,068,287	\$14,646,317
Expenses		
Program Services		
Employment Services	\$7,953,899	\$8,216,715
Day Services	4,502,591	4,635,617
Vocational Services	377,483	314,615
Total Program Services	12,833,973	13,166,947
Support Services		
Management and General	963,609	992,234
Fundraising	18,354	27,685
Total Support Services	981,963	1,019,919
Total Expenses	\$13,815,936	\$14,186,866

Statements of Financial Position

	2013	2012
Current Assets	\$4,443,411	\$4,041,195
Land, Building and Equipment	3,705,933	3,826,272
Investment & Designated Cash	5,761,505	5,613,487
Total Assets	\$13,910,849	\$13,480,954
Total Liabilities	\$1,433,299	\$1,255,755
Net Assets-Unrestricted		
-Designated	4,397,205	4,375,580
Net Assets-Unrestricted -Undesignated	8,060,142	7,829,416
Net Assets-Permanently Restricted	20,203	20,203
Total Net Assets	\$12,477,550	\$12,225,199
Total Liabilities and Net Assets	\$13,910,849	\$13,480,954

A copy of our financial audit report is available upon request.

Our Mission

"To provide individualized life enhancing vocational and personal growth opportunities for people with disabilities and other challenges"



ProAct Golf Classic August 19

Hastings Country Club

Tournament Sponsor

Harris Companies

Dinner

Anchor Bank

Lunch

InboxDollars

Langer Real Estate and Langer Construction Co.

Wells Fargo Insurance Services of Minnesota

Staples Financial Inc.

Silver Sponsor

IMV Technologies USA

BIC Advertising and Promotional Products

Xcel Energy

Tournament Prize Sponsors

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DeNet Kenefick & Associates, P.A.

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Gerster Enterprises, Inc.

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Lawrence Leasing, Inc.

M2 Business Solutions

Cathy and Jim McCoy

St. Scholastica

The MEL Group

Ultimate Fleet Repair

Prize Donors

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Asset Marketing

BIC Advertising and Promotional Products

Ball Pro

Brianno's Deli/Royal Cliff Banquet Center

Cameron's Coffee and Distribution Company

Canterbury Park

Country Inn, Hudson

Dale Studios

Frontenac Golf Club

GR Promotions

Hastings Country Club

Hastings Gift, Garden and Floral

Impressions, Inc.

JB Hudson

Jones Marketing

Kilkarney Hills Golf Course

Loffler Companies, Inc.

M2 Business Solutions

Mall of America

Meritex

MN Lynx

MN Vikings

Mount Frontenac Golf Course

MU Kitchen

Normark Corporation/Rapala

Norwood Products

Ottomatic

Pool & Yacht Club

ProAct Inc.

Red Wing Shoe Company, Inc.

Red Wing Stoneware Company

Relan

Riedell Shoes

St. James Hotel

St. Paul Saints

Savarino & Associates

Science Museum of Minnesota

Thomson Reuters

Viking Coca-Cola Bottling Company

Walmart, Red Wing

Wells Fargo Insurance Services of Minnesota

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Consumers in Eagan and Red Wing have found many jobs in recycling, from cans and bottles to plastic bags and even Christmas lights. Kept from the landfill, the materials are sorted and often bundled for eventual use in new products. Drop off locations listed on website.

ProActinc.org info@proactinc.org Toll free: (877) 245-0405

Eagan (headquarters)

3195 Neil Armstrong Blvd.
Eagan, MN 55121
Phone: (651) 686-0405
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TTY: (651) 289-3167

Red Wing

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Phone: (651) 388-7108
Fax: (651) 388-9223
TTY: (651) 388-2799

Zumbrota

224 South Main St.
Zumbrota, MN 55992
Phone: (507) 732-7888
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Hudson

1202 Beaudry Drive
Hudson, WI 54016
Phone: (715) 410-4216
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ProAct's primary service areas include the Minnesota counties of Dakota, Goodhue, Hennepin, Ramsey, Wabasha and Washington, as well as Pierce and St. Croix counties in Wisconsin.

*Upon request, this publication is available in alternate languages and formats. Comments are welcome.
Contact Sheena Henry at 651-289-3149, shenry@proactinc.org.*