

Expand, Improve, Evolve 2018

Dear Friend of ProAct,

We are excited to report that a greater public awareness is underway across Minnesota for the work that ProAct and its counterparts do to serve individuals with disabilities. Ours is a noble mission, and an enjoyable journey as we build up the lives of others.

We have spoken often through the years about the value of expanding work opportunities for the people we serve, and it continues to be a core element of all we do. With that said, there is another aspect of our services that is just as important, and perhaps more encompassing. We refer to it as life enrichment.

When people are given the choice, they most often choose the best life possible. ProAct is here to listen and to increase the options that people have. We call this a person-centered approach and you'll find more on that in this report.

It was with these things in mind that we made great strides to "Expand, Improve and Evolve" in the 2017-2018 fiscal year. We did not do this alone. Help and support came from others who believe in our mission to enhance the quality of life for people with disabilities in the areas of employment, life skills and community inclusion.

We were fortunate to experience expansion, with the addition of New Options in Shakopee to ProAct's service group on January 1, 2018. This high quality operation with a 50-year history brings with it a refreshing level of family and community involvement. We trust that our expertise will be a benefit and will improve services even further.

Improvement is something that every organization must work toward if it intends to survive and thrive. It requires a mindset and a cooperation across the board that says we are in this together, and we can always find ways to do better.

Our peers in the industry play a role, as well. We were pleased to receive a three-year accreditation from CARF, the Commission on Accreditation of Rehabilitation Facilities. This affirmation from field experts is always welcome, as is their constructive feedback.

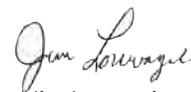
The act of evolving means to change, and that, frankly, has been a strength of ours for a long time. It has to be, in the environment we operate in. The way we go about providing services can take different forms, with new requirements and changing demands from funding sources. We remain steadfast in our resolve to live out our purpose and mission each day.

There will surely be challenges ahead. We will face them together, and take comfort in knowing that the future is brighter for many because of our important work.



Steven Ditschler
President and CEO

Respectfully,



Jim Louwagie

Chair, Board of Directors

"ProAct is here to listen, and to increase the options that people have."

"Improvement requires a mindset and cooperation across the board that says we are in this together, and we can always find ways to do better."



ProAct's efforts to Expand, Improve and Evolve are manifested in the smiling faces of the many individuals it serves. The Vision of the nonprofit is to be the provider of choice for person-centered services that enhance the quality of life for people with disabilities.

Expand, Improve, Evolve

Year of positive change, expansion, refinement

There are patterns in the disability service industry, threads of activity that evolve over time.

Within them is an earnest effort to improve offerings and respond to the needs of individuals, parents and guardians. ProAct balances these requests with expectations from funding sources, keeping them apprised of its progress.

At the heart of all ProAct activity is a person-centered focus based heavily on each individual. While the concept is not new, a far greater emphasis on it began to materialize in the 2017-18 fiscal year.

Formal and certified person-centered training began for all staff. While learning more about court rulings and requirements affecting people with disabilities, they also examined their own thoughts and attitudes about their work.

The trainer challenged staff to examine how a service based on caregiving can better empower individuals to be at the center of their own planning and decisionmaking.

Peer review brings accreditation

Further examination of ProAct's performance came from outside of the organization as part of a peer review. The Commission on Accreditation of Rehabilitation Facilities (CARF) sent industry professionals called surveyors to five ProAct facilities.



Key staff for New Options, from left, Paula Neisen, Ali Brown, Jamie Mohlin and Rick Gregor. Many employees have a tenure of more than 10 years or more with the program.

The end result was a three-year accreditation for five program areas involving employment and community integration. One surveyor said that people's lives are made better by ProAct, and that is a noble mission that it strives for every day.

Scott County chooses ProAct

Taking its mission to new areas, ProAct looked westward in 2017-2018, bringing a Shakopee operation into the fold after two years of discussions and preparation.

On January 1, 2018, New Options, which was previously operated by Scott County, became ProAct's sixth facility, adding about 85 participants. An open process of meeting with families and county staff helped to solidify the groundwork for the new arrangement.

The well-trained, committed New Options staff has built close partnerships with parents and the local community. The site is a steady conduit for many life enrichment functions, external work crews and some in-center work.

New Options is known to be highly creative, with an

established staff group and on-site nursing expertise.

In connection with New Options, ProAct also welcomed a new board member. Pat Jones is the parent of an individual served in Shakopee, and is the founder and CEO of Superior Home Care of Lakeville.

In other strides, the ProAct Playhouse theater group continued its tradition of life enriching experiences with three shows at Lakeville Area Arts Center. The group added a set director and volunteer costume designer to enhance productions. Further support came in the form of \$3,500 in donations via the annual Give to the Max campaign. All participants in Egan are welcome to play a role.



As actors reached out through entertainment, ProAct staff and families gathered for informative meetings to discuss state-level impacts on services and the changing environment. State legislators and county commissioners engaged with the nonprofit and its supporters to hear concerns.



New Options in Shakopee is all about activity, engaging, learning and staying busy. The latest addition to ProAct, it joined the organization in January of 2018.

“The parents expect us to be doing something every day,” said DT&H Program Manager Ali Brown. In addition to onsite action, there are two to three community trips each week. The door is always open for parents and guardians to talk with staff, or visit a family member.

Multi-sensory stimulations are part of the plan. Participants listen to music, dance and touch instruments to feel the sound vibrations. New Options has dedicated volunteers, parents and other community members who join group outings and financially contribute to make activities possible.

A cadre of parents pitch in for seasonal parties and make their moves on the dance floor as a favorite DJ plays music.

Staff gather activity ideas at the biannual Minnesota Field Trip and Activity Expo. They find free tickets, coupons and discounts and drive hard bargains to be sure that dynamic programs are affordable for participants.

A wide variety of presenters come in. Each receives an introduction to the New Options audience with details about the reception they can expect. Clear communication makes it easy for presenters and their programs to return each year.

“Clubs” at New Options encourage participants to follow their interests in sports, gardening and relationships,

to name a few. Voice club is designed for participants to suggest community outings, such as wrestling matches or sledding.

All of this fun is complemented by opportunities to earn a paycheck. Several work settings are available both in the community and for in-center packaging and assembly jobs. Volunteer work also builds valuable skills, through sorting at the area CAP agency or food shelf and in giving assistance at a nearby nursing home.

A number of New Options participants have higher medical needs, so six staff members assist the LPN and the half-time RN as Trained Medical Assistants (TMA). They pass medications, and connect feeding tubes. The nursing services are essential for many in the program.



From the top: exploring Vikings training camp in Eagan; swimming at a local hotel; a horse gets plenty of petting at a special event; musicians from Lira Collaborative Arts School give a feel to instrument vibrations; an armadillo visit involves touching and fur trader history comes to life through an expert.

New Options’ 50th Anniversary party brings out county commissioners; current and former staffers attended with participants and plenty of dancing ensued for people of all ages. Families, participants and proud parents were ready to boogie.

State award for 3M



3M Fall Protection Plant Manager Janice Neitzel, left, receives a MOHR Outstanding Disability Employer award. On her left are MOHR Treasurer and ProAct CEO Steven Ditschler, Rep. Barb Haley (Red Wing) and ProAct Designated Coordinator Joyann Johnson.

In the fast-changing world of business, a 22-year partnership is a bit of an anomaly.

Through multiple owners, ups and downs, ProAct in Red Wing has been there for 3M Fall Protection. The relationship was recognized in 2018 with a state-level “Outstanding Disability Employer” award given by the Minnesota Organization for Habilitation and Rehabilitation (MOHR).

“The 3M staff works with ProAct job coaches to bring out the highest potential in each person,” said Joyann Johnson, a designated coordinator for ProAct. Crews of up to 20 or more assemble parts for numerous types of safety equipment used by linemen, bridge builders and other professionals.

The products ultimately hold someone’s life in the balance, explains 3M Focus Factory Leader Dustin Rassier, so quality is paramount. “They fit right in with our culture,” he said, and ProAct crews provide top notch work. And, the team has taken on added responsibilities from the company.

It’s a fast turn business. About 40 percent of 3M’s orders are shipped within 24 hours.

“Employers who hire individuals with disabilities and work crews are important partners in our efforts to provide person-centered services that improve people’s lives in Minnesota,” said Julie Johnson, president of MOHR. The organization represents more than 100 disability service providers across the state.

Valued allies for work success awarded

Recognizing that employers are the innovators, change agents and prime conduits of satisfaction for people with disabilities, ProAct chose three examples in 2018 for awards.

In Red Wing and Cannon Falls, SpartanNash, the parent company of Family Fare grocers, has made work assessments possible for dozens of individuals. It also extends job opportunities to people supported by ProAct and helps them to be successful.

Family Fare Customer Service Manager Stacy Bishop said workers from ProAct are proud to do a good job, and supervisors often thank them for their help.

In Eagan, ProAct selected a Business Partner of the Year and a New Employer Partner of the Year for well-deserved recognition.

Business Partner TreeHouse Foods provides work for almost 180 ProAct participants. The company is predictable, reliable and longstanding, explains ProAct Business Services Manager Mary McGeheeran.

Participants sort and box prepackaged granola bars and other items bound for grocers and other retailers. Individuals with disabilities have served TreeHouse for more than 15 years.

New Employer honors went to DARTS, a nonprofit based in West



Stacy Bishop with SpartanNash and ProAct Board Chair Jim Louwagie.



Joe Murphy, TreeHouse Foods, and ProAct Business Services Manager, Mary McGeheeran; below, McGeheeran with Rob Haddorff and Chamile Edmonds, DARTS.



St. Paul that serves senior citizens. ProAct sends two or three participants to do housekeeping tasks at area residences.

“It’s a win-win all around,” said McGeheeran. “One nonprofit working with, and for another. Our missions align beautifully with one another in celebrating and supporting diversity, aging and inclusion.”

Zumbrota stable, popular, responsive to needs

Cattle trailers stop for traffic alongside ProAct's Zumbrota location in this intimate downtown where the provider has been a stable community asset since 1994.

"We get to know the person as a whole," said Site Manager Jo Erickson, who leads a staff of six. These serve 16 participants and a rotating group of individuals from the Red Wing location.

Group homes and families appreciate the service in Zumbrota, which for some is their only socialization, Erickson said.

She said staff connect well with individuals and understand their behaviors. People want their voices to be heard, and staff pick up on any rising tensions. They figure out the triggers and work on their sources. This helps to avoid the power struggles and to maintain options for the people they serve.

One 45-year ProAct participant teaches classes on topics picked by his cohorts, from lectures on E.B. White and Stuart Little, to gardening tips, volunteering and Christopher Columbus.

Individuals pack food for area children, make cards for nursing home residents, do craft projects and go on community outings. People might do one activity for a half hour, then move on. "It's a pleasant atmosphere," said



Erickson, who has been with ProAct for nearly 11 years.

Employees become attached, which makes it even more difficult when someone passes away. Three individuals did so in the past two years, the manager explained. "They were all well liked, which made it really hard on staff."

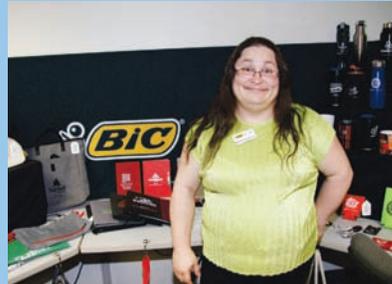
Zumbrota offers adult day care and occupational therapy. Activities are constant, with horse outings, a pumpkin patch and an apple orchard to visit. When on site, games and puzzles are abundant, as are books. The choices are many.

Zumbrota is a popular place for Red Wing participants. About 40 rotate, coming in smaller groups. Their desire to come is limited only by spots on the bus.

Earning opportunity, solid support at BIC

When a product order needs fixing at BIC Graphic, Melanie Henderson is there.

"After the orders go out, if there is an issue with them, we get contacted to either do remakes or refunds," said



Henderson. The former ProAct crew member has been at the Red Wing job for more than a year.

Handling 10 to 15 customers a day, and mostly interacting by email, Henderson was working 50 hours a week. On some, it was 60. With a catalog that contains as many as 4,000 items, there is variety.

"Her organizational skills have always been exceptional," said ProAct employment specialist Sam Kapala. "Melanie has a really diverse skillset."

Kapala visits and provides on-call support. Henderson is part of a team of six, plus four more in Florida and one in Sleepy Eye, Minn.

When her team is done, orders are sent back to production. Henderson's six years at ProAct help her to manage stress.

In her previous work on a crew at 3M Fall Protection, she coached others to increase productivity.

Kapala said Henderson is very modest, has worked hard to develop herself and to overcome anxiety. "You're establishing some good work history here, and earning every bit of it," he said.

Outside of work, Henderson has served as a Special Olympics coach for years in swimming and track. She does out encouragement when her athletes need it.

The customer service representative at BIC continues to receive support from ProAct.



Sam Kapala, employment specialist, supports Henderson's work.

Reaching his goal, he finds costume fits



Tony Breyer wears a step counter on his wrist as he stocks product at Party City, answers questions and finds items for customers.

"I'm the master of all costumes," he says. That talent runs in his family.

A walkie-talkie is at hand to poll other store staffers for answers he doesn't yet know. Breyer said it took about six months to learn the large store well. He's been here more than a year. What began as a temporary position in Apple Valley turned permanent.

"They liked him so much that they created a position for him," said Allie Chambers, the ProAct designated coordinator who follows up with

Breyer to make sure all is well. When she visits, she said he knows where every item belongs and does his job very well.

When Breyer first started at



ProAct, he said he wanted to work at a costume store and that has happened, she said.

ProAct helped him with needed work experience and training to lay the groundwork for the job.

Breyer served on crews at the Rapala warehouse and for Dianne's Custom Candles, he packaged balloons for Anagram and cleaned at a Farmington church. He's also been a regular on the ProAct Playhouse cast.

Playhouse Co-director Matt Briggs said Breyer is very responsible and is a good leader. "He has really come out of his shell by doing theater and has become more confident and articulate," Briggs said.

Part of that is being the first person to step up and help, even when he's not being asked to.

"I'm the type of guy who just goes with the flow," Breyer said.

School, work brought on Hudson hotel job

An unpaid internship at River Falls Area Hospital gave Rachel Estes valuable experience.

After graduating high school, her next phase involves a good paying job, thanks in part to ProAct.



Rachel Estes' joy at work is contagious. She was supported by Traci Borchardt in Hudson.

Estes empties dryers and folds towels and sheets at Comfort Suites in Hudson. At the hospital, she cleaned rooms and stocked supplies.

"She understands she needs to work, the importance of work and what it takes to be an employee," said ProAct job developer Traci Borchardt.

She provided assistance to increase Estes' stamina and persistence. The recent grad had a good foundation through the Project SEARCH program. It taught basic job skills, how to talk to people, the importance of showing up and doing your best work, Borchardt explained.

The job developer supplemented this with a written list of 21 soft skills

people need. Estes catches on quickly and is quite precise. She's working on her speed. Borchardt showed her a hotel room so she could better understand how items are folded.

"If you show her something once, she's got it," said Borchardt. "She's like, 'I'm good,' and it is."

Estes is at ProAct in Hudson in the morning and comes to the hotel for work at noon.



Hotel General Manager Randy Morrisette said individuals with disabilities help fulfill their needs.

And, the benefits go beyond the physical workload. "They fit in, and they kind of make people have a better day," he said.

"She knows that what she does here equals that paycheck," said Estes' mother, Linda.

Friends and family at Recognition Banquets



Guest speaker Mikayla Holmgren of Miss Minnesota USA fame brought a standing ovation after her speech at the Eagan Recognition Banquet. Business partners, Employment Success and Elmer Bester awards were celebrated, as were program participants for their years of service. The Recognition Banquet for Red Wing also attracted participants, family and staff from the Hudson and Zumbrota locations for a fine meal, dancing and service awards.



Passion for youth finds outlet after 20 years

Kids at Greenleaf Elementary in Apple Valley can be a little rambunctious before and after school, and for childcare worker Ann Simon, that's just fine.

The morning and afternoon crowd of K-5th-graders numbers 185. Simon is employed by the Eagan YMCA, which runs activities for the children for four and a half hours a day.

a flurry of activities keep them busy.

Site Director Andy Loats said he looks for staff members with a work ethic who can communicate and take the initiative. "She does a good job engaging kids and helps in leading art projects," he said. "She is doing awesome."

ProAct helped Simon with job coaching, CPR and First Aid certifications, and



"Time does go fast," she said. "They tell me all kinds of stories, lots of stories." Simon said the post is her "dream job."

Before this position, she spent some 20 years at ProAct. More recently, she served on work crews for Apothecary and DARTS, and she cleaned a church. Simon worked at a day care for a few months, and then found this.

A gym at Greenleaf is split by movable walls that are covered with artwork. As kids go back and forth,

with an onboarding class.

She finds particular satisfaction in coloring with the students. Arts and humanities drawings and projects grace the gym walls. There's kickball, dodgeball, other games and clubs.

Towards the end of the afternoon, there are "peace times" when the children sit quietly as their parents come to pick them up.

Simon rides a Metro Mobility bus from Burnsville to her split-shift job.

“To provide person-centered services that enhance the quality of life for people with disabilities in the areas of employment, life skills, and community inclusion.”

ProAct Mission Statement

Examples of Person-Centered questions at ProAct:

What do you want staff to know about you?

Who is important to you?

Where have you volunteered?

What does your best day look like?

If you could work anywhere, where would it be?

What do you like to do for fun?

Have you tried anything new this year?

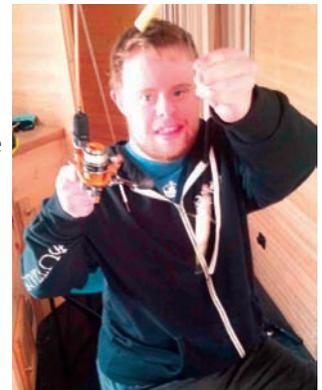
Full options explored by Sam in Shakopee

Sam Bisek takes full advantage of the offerings at New Options and is always willing to help.

He works in the community three days a week and pitches in on additional crews when they are short handed. On the other days, he serves on an in-house crew, which gives him more chances to socialize. And, he’s part of the “Sports Club,” which is a natural fit for his love of athletics.

As president of the Voice Club, he presents suggestions for field trips. Vikings training camp, ice fishing, a wrestling match and sledding were a few of his recommendations.

Bisek’s social nature helps him get along with everyone, said Designated Coordinator Rick Gregor. He challenged himself to learn American Sign Language so he could communicate better with a coworker. No one was surprised that he took the initiative. Sam is also a regular in the kitchen at the Renaissance Festival, where he prepares round bread loaves for soup bowls.



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Members as of June 30, 2018



From left, Pat Jones, Steven Ditschler, Charles DeNet, Marty Stapleton, Teri McCloughan, Dr. John Christiansen, Mary Ellen Leary, and James Louwagie.



At left, Steven Ditschler presented board members Marty Stapleton and James Louwagie with awards and his appreciation for their commitment to ProAct of more than 20 years. At right, board members Brian Knapp, Paul Kramp and Arleen Sullivan.



Management Staff



Steven Ditschler
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 Executive Officer



Kim Feller
 Vice President of
 Programs and Services



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

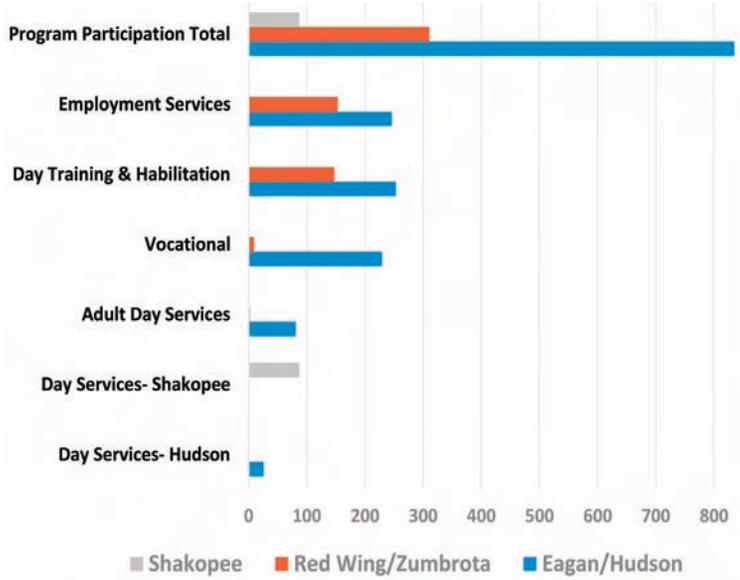


Jo Ann Peine
 Human Resources
 Manager/Corporate
 Compliance Officer

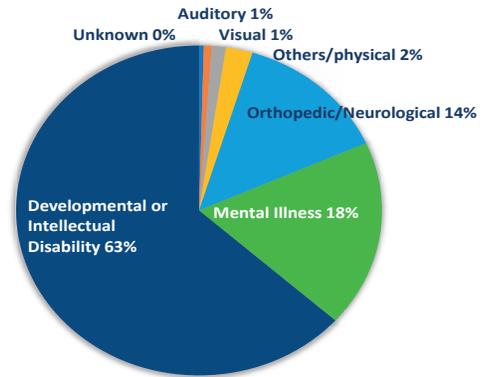


Pat McGuire
 Controller

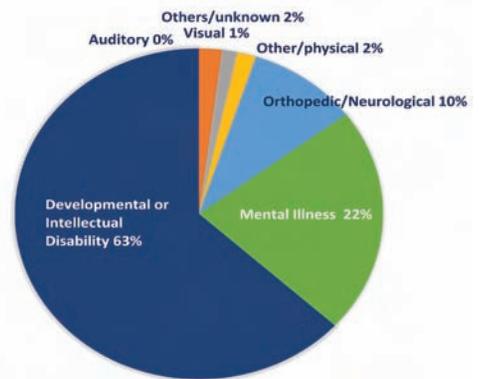
Statistics 2018



Eagan/Hudson Percentage of Disability Served



Red Wing/Zumbrota Percentage of Disability Served



Primary Diagnosis and Program Participation

	Eagan/Hudson	Red Wing/Zumbrota	Shakopee
Day Services	28	0	87
Adult Day Services	90	7	
Vocational	130	17	
Day Training & Habilitation	220	125	
Employment Services	260	183	0
Program Participants	728	332	87

Percentage of Each Disability Served

	Eagan/Hudson	Red Wing/Zumbrota	Shakopee
Auditory	0%	0%	
Unknown	1%	2%	
Visual	1%	1%	
Others (Physical)	2%	2%	
Orthopedic/Neurological	14%	10%	
Mental Illness	18%	22%	
Developmental/Intellectual Disability	63%	63%	100%
Total	100%	100%	100%

ProAct strives for:

- Excellence
- Integrity
- Achievement
- Collaboration
- Professionalism
- Integration and
- Continuous Improvement

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Kimberly Feller for Gary Wirth
Charles and Alaina Goldstone for Kathleen Rick
Sean and Jean Henry for Tom Henry
Sara Kallstrom for Betty A. Brunner
Kenneth Kraemer for Peggy Joan Rowland
Holly Kyyra for Kathleen Rick
Karen Lee for my father Roy Waters
Daniel and Julie Ludden for George and Marion Frank
Paul Medlen for Joe Medlen
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Mary Stoyke for Jen Melin
Andrew Werden and Dana Lebo for Kathleen Rick

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Steven and Meri Ditschler

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Vehicle Fund

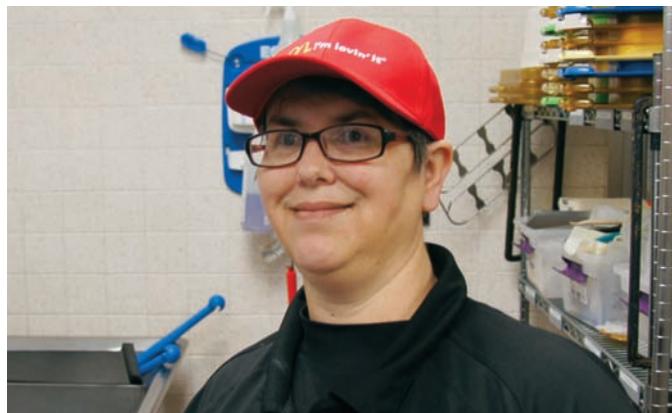
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 Knights of Columbus of Vermillion
 Rosemount VFW #9433

In Kind

Barb Cordes
 Steven and Meri Ditschler
 Randy Molin
 Jeff Nauman

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- ⇒ On-the-Job Evaluations
- ⇒ Work Adjustment Training
- ⇒ School Transition
- ⇒ Job Placement/Development
- ⇒ Job Coaching
- ⇒ Long Term Employment Support
- ⇒ Adult Day Care
- ⇒ Life Skills Classes and Social Activities
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- ⇒ Community Employment
- ⇒ Transportation
- ⇒ Community Collaboration
- ⇒ Assistive Technology and Accommodations
- ⇒ Experiential Learning Opportunities
- ⇒ Pre-Vocational Services
- ⇒ Day Services
- ⇒ Customized Employment
- ⇒ Discovery Process
- ⇒ Consulting Therapists
- ⇒ Job Seeking Skills Training
- ⇒ Job Shadowing
- ⇒ Job Tryouts
- ⇒ Walgreens REDI Training
- ⇒ CPR/First Aid Training
- ⇒ Transportation Training
- ⇒ Informational Interviews
- ⇒ Intake
- ⇒ Social Coaching (Personal Adjustment Training)
- ⇒ Labor Market Analysis
- ⇒ Background Checks



Financial Statements

Statements of Activities and Changes in Net Assets

	<u>2018</u>	<u>2017</u>
Revenues		
Program Service Fees	\$11,626,660	\$11,439,679
Consumer Employment Services	4,549,856	4,127,926
United Way	7,500	10,481
Other	628,398	409,845
Total Revenues	\$16,812,414	\$15,987,931
Expenses		
Program Services		
Employment Services	\$8,929,018	\$8,641,934
Day Services	6,080,731	5,537,828
Vocational Services	399,823	487,107
Total Program Services	\$15,409,572	\$14,666,869
Support Services		
Management and General	1,109,140	979,041
Fundraising	14,585	11,783
Total Support Services	1,123,725	990,824
Total Expenses	\$16,533,297	\$15,657,693

Statements of Financial Position

	<u>2018</u>	<u>2017</u>
Current Assets	\$8,421,403	\$7,961,260
Land, Building and Equipment	3,882,774	3,298,126
Investment	4,011,988	4,681,325
Total Assets	\$16,316,165	\$15,940,711
Total Liabilities	\$1,784,920	\$1,688,583
Net Assets-Unrestricted Designated	4,500,869	4,478,747
Net Assets-Unrestricted Undesignated	10,010,173	9,753,178
Net Assets-Permanently Restricted	20,203	20,203
Total Net Assets	\$14,531,245	\$14,252,128
Total Liabilities and Net Assets	\$16,316,165	\$15,940,711

Fiscal year was from July 1 to June 30. Financial audit report is available upon request.



ProAct Golf Classic - August 2018



Winning team, InboxDollars

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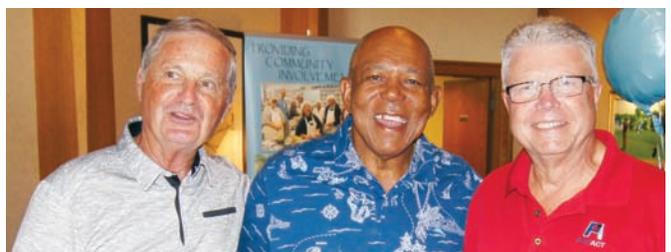
LANGER REAL ESTATE SERVICES
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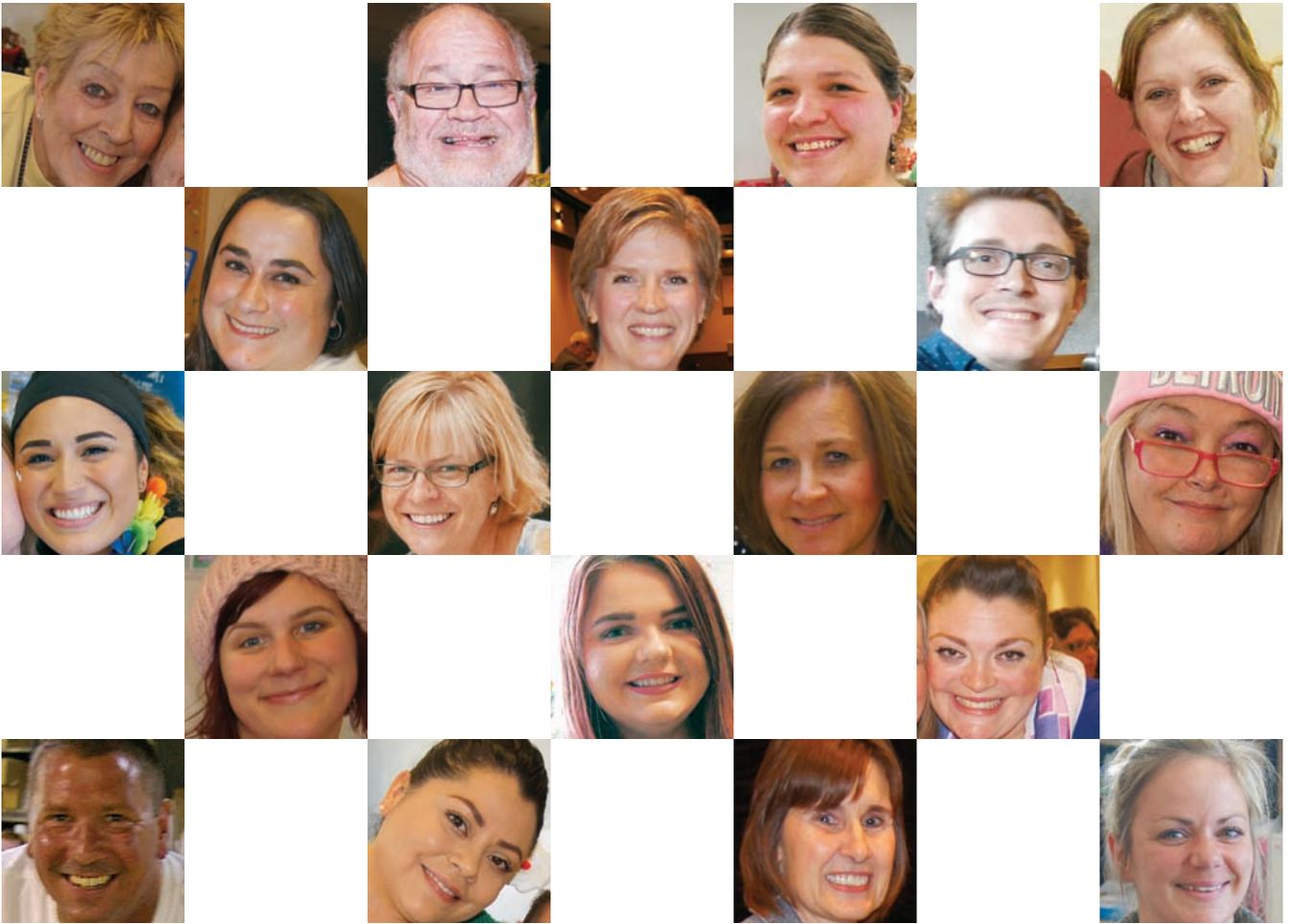
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proactinc.org

Eagan

3195 Neil Armstrong Blvd.
Eagan, MN 55121
Phone: (651) 686-0405
Fax: (651) 686-0312
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

New Options

792 Canterbury Road S. #132
Shakopee, MN 55379
Phone: (952) 403-7979
Fax: (952) 445-7955

Hudson

1202 Beaudry Blvd.
Hudson, WI 54016
Phone: (715) 410-4216
Fax: (715) 381-9814
TTY: (651) 289-3167

Zumbrota

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

ProAct's primary service areas include the Minnesota counties of Dakota, Goodhue, Hennepin, Ramsey, Scott, 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 Melinda Lien at 651-289-3149, mlien@proactinc.org.

