

Now, more than ever ... ProAct



ProAct, Inc. 2008 Annual Report



ProAct, now, more than ever

Dear Friends of ProAct,

We are pleased to present our annual report summarizing the activities and results of ProAct, Inc. last year, a year in which the need for ProAct and its services were more apparent than ever before. It was a year of expanded opportunities and options for individuals receiving services from ProAct, as well as growth for the organization. Stakeholder satisfaction with our services was very positive, which is always important, and it was a very successful year.

Any success ProAct has in pursuing its mission is directly related to the accomplishments of the people it serves. They must be successful in achieving their goals and objectives and satisfied with the contribution that we make to their achievements. Their hard work is vital, however, and we commend them for their efforts. Another very significant element is quality services, tailored to the unique needs of each individual, and delivered by a dedicated, trained and caring staff. That is a commitment from us. Additionally, supportive families, employers, businesses, funding sources and the communities we serve are very important in our work to overcome barriers to employment and community inclusion. We deeply appreciate your contributions.

ProAct has been fortunate to experience several rewarding years, but indications are that we may see significant challenges in the future. Recently, we have seen fewer work opportunities, rising unemployment and economic uncertainty. Now, more than ever, it will be critical that we work collaboratively so that we may help people overcome barriers to employment and community inclusion. They deserve our best efforts, and society will benefit.

ProAct remains committed to its mission and dedicated to helping people surmount the obstacles they face in achieving full participation in the community.

Respectfully,



James P. Louwagie
Chair
Board of Directors



Steven Ditschler
President and
Chief Executive Officer

On front cover, from left, Brian Murphy cleans golf carts for the Apple Valley Recreation department, Sue Colby assembles index card packets for ProAct's Smead account, David Jones cleans for Town Square Television, Theresa Meyers is a receptionist for Southeastern Minnesota Multi-County Housing & Redevelopment Authority in Wabasha.



At the Eagan Annual Banquet, Sue Carlson, center, received an award from Jim Louwagie and Steve Ditschler for her 30 years of service.

Our Mission

ProAct provides life enhancing vocational and personal growth opportunities for persons with challenges and disabilities. Our primary service areas include the Minnesota counties of Dakota, Goodhue, Ramsey, Hennepin, Wabasha and Washington, as well as Pierce County in Wisconsin.



Above, Steve Ditschler and Sally Ogren award Marianne Dohnalek for her 20 years of service at ProAct.

More Than Ever...A Focus On Success

◇ Behind each job success are hours of careful coaching and training to be certain the job will be the best match for the individual. Each skill is perfected and each procedure is memorized. Job coaches are successful because they do not lecture but, instead, carefully watch work behaviors and provide immediate feedback when correction is needed. This careful and patient shaping of behavior results in good work habits, positive attitudes and an eagerness to learn more.

◇ At the Red Wing Culver's, James Williams was shadowed by a job coach for four months. This helped to assure that the entire list of cleaning duties was memorized and accomplished in the allotted time. As Williams' speed and work quality improved, he took on more responsibilities and less supervision by the job coach was required.

◇ When Robert Lacroix's work in receiving at Home Depot was eliminated and he was reassigned as an outdoor lot attendant, his attitude about the job sank and he became

less interested in the work. Lacroix's case manager responded quickly. He was urged to focus on his enjoyment for the company overall, to positively attend to customer needs and keep an



Job success stories for 1. James Williams, cleaning Culver's dining room; 2. Robert Lacroix, collecting carts at Home Depot; 3. Theresa Meyers, at her desk at the housing authority in Wabasha; 4. Jamie Brule, starting her second job at McDonald's after beginning her day in food service at the VA hospital.



upbeat attitude. After two years on the job, a positive review led to plans for future training in self service check out and cashiering.



◇ After years of success in office work for ProAct, Theresa Meyers was encouraged to take a big step toward independent employment by applying for a job at the Southeastern Minnesota Multi-County Housing & Redevelopment Authority in her home town of Wabasha. Case managers and job coaches said her skills fit the position and that she could avoid a two hour bus ride. After a few days of discussing the job's pros and cons, she applied and was accepted. Meyers is visited monthly by a ProAct job coach.

◇ After many successful years in food service at McDonald's, Jamie Brule's case manager felt that an open food service position at the VA Medical Center matched her skills and experience. Together, they aggressively pursued the job, applied online, prepared and rehearsed for the interview and completed the required training program. After a winning interview and ProAct's assurances that job coaching would continue, Brule was offered the position. The case manager attends all training sessions with Brule and reviews the new material to ensure all is well understood.





At Norwood Promotional Products, Nolan Miller carefully prepares products for printing.



Jason Beckman and Bill Garlick are best of friends for the annual cookout.



Lamont Albert gets transportation assistance from Jaime Adams and Donna Hillstrom.



Work in document imaging for county, hospital and manufacturing records provided valuable jobs.

ProAct Highlights of 2007-2008

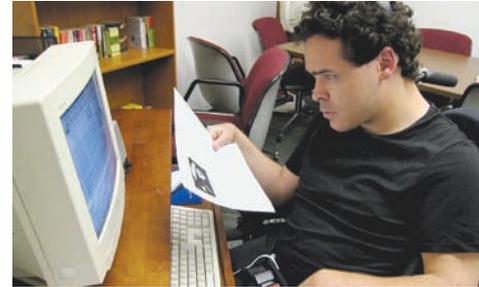
- ◇ In pursuit of its mission of providing high quality services to people with disabilities and other barriers to employment and community inclusion, ProAct reached several new plateaus of performance in the 2007-2008 program year.
- ◇ The number of individuals served by ProAct increased modestly, bringing the total to a record 922 people. Increases in program participation were recorded in both the Traumatic Brain Injury and Employment Services programs, while Day Training & Habilitation remained steady. The growth in program participants in Employment Services was shared between Eagan and Red Wing/Zumbrota, while the TBI program is offered only in Eagan.
- ◇ Red Wing/Zumbrota had the greatest growth in total individuals served, reaching 352, while Eagan continues as the larger facility, with 570 individuals.
- ◇ The overall composition of ProAct's participants showed little change, with small increases for those with traumatic brain injuries and physical impairments. The primary diagnoses of the people served show 57 percent with developmental disabilities, followed in order by mental illness, traumatic brain injury and physical or visual impairment.
- ◇ In the area of employment, there was growing diversity in job opportunities in the community during the year, with activities ranging from expanding work in digital imaging to projects in the areas of product assembly, customer service and distribution of marketing materials. ProAct has been pleased to be a primary source of skilled workers for River City Data, a major digital imaging group. This is an expanding area of employment for people with disabilities, and ProAct expects to grow with it. In addition to helping provide staff for other imaging companies, ProAct has acquired the equipment necessary to take on projects on its own. The company gained significant recognition for the work done for the Goodhue County Attorney's Office and other county departments.
- ◇ In the community, ProAct continues its strong associations with Norwood Products, Anagram International, Capital Safety and Panera Bread Cafes, all of which help provide employment, work skills and increased comfort in being in a community setting.
- ◇ The work experiences provided through ProAct may be ongoing, but for many it is a stepping stone to the future, and preparation for even more rewarding positions.
- ◇ Ongoing evaluation of its performance and a continuing quest for improvement are key characteristics of ProAct's mode of operation. Each year the company surveys program participants to gauge their levels of satisfaction with the services received, and in the past year more than 95 percent responded positively when surveyed. In addition, there is a barrier removal program which seeks to address conditions or practices that inhibit good practices or the comfort of participants. Each concern or complaint must be studied and addressed by staff within the year.
- ◇ Not settling for "good enough" sets the right tone for all parts of the organization and a desire to always do better. That helped lead to the very positive review by CARF, the Commission on the Accreditation of Rehabilitation Facilities, in its last review. CARF's next review will occur in 2009.



Tony Dingrando works with the most modern cutting equipment in Red Wing assembly area.



From left, Dahn Jo Erickson, instructor Mary Stoyke, Julie Johnson, David Peterson and Gerald Nelson take over the music room.



Creative writing for Joe Sjoblom.



Always making connections, Adult Day Services staff Willia Pearson interacts with Charles Everson in a cooking class.

- ◇ Properly maintaining and protecting its physical assets is a ProAct tradition and was evident again in the 2007-2008 year. The parking lot at the Eagan headquarters facility was completely rebuilt, together with improved landscaping and other interior improvements. Red Wing saw the completion of its own outside improvements and renovation of interior space.
- ◇ Following on the heels of major improvements in its personal computer systems, ProAct made substantial improvements in its networking capabilities. This adds efficiency and flexibility. The electronic projection system that was installed in the large Eagan conference room makes it better suited to hold large training sessions, while it also facilitates videoconferencing. A number of new software programs were developed during the year and installed to help track developments.

- ◇ Transportation is a critical activity for ProAct, with most participants relying on company vehicles to take them to and from their ProAct location. This caused the steep increase in fuel costs in 2007-2008 to have a particularly harsh impact. ProAct worked to improve efficiency but those efforts could not make up for the higher price for diesel fuel and gas. Also in the transportation area, ProAct again benefited from a special program sponsored by the Minnesota Department of Transportation whereby selected nonprofit agencies may apply to purchase new vehicles at greatly reduced costs. ProAct received one vehicle under this program during the year.
- ◇ Major annual events are the client banquets, where participants are recognized for their years of service. Eagan participants and family members, 553 in total, celebrated at the Prom Center in Oakdale, with dinners, the awards ceremony and dancing to the music of the

- Rockin' Hollywoods. Leading business customers of ProAct's Eagan location were also honored for the employment opportunities they provided. The Red Wing and Zumbrota celebrants, some 500 strong, gathered at the Treasure Island Resort and Casino for their program, emceed by longtime special education teacher David Glover.
- ◇ ProAct's Board of Directors was stable during the fiscal year, with all members continuing to serve. James Louwagie was re-elected as board chair, while Mary Ellen Leary will continue to serve as vice-chair, Larry Lehman will serve as board secretary and Charles DeNet will continue as board treasurer. During the year the board created a new audit committee, which will have a greater opportunity to review the organization's financial activities. In addition, board members played significant roles in strategic planning sessions held in the 2007-2008 period.

- ◇ Despite the past fiscal year's economic uncertainties, ProAct remains in a sound financial position. Overall revenues were down slightly from last year's peak level and expenses grew, but ProAct ended the year with a positive financial result.
- ◇ ProAct took initial steps in some new directions during the 2007-2008 year, including starting services for people with disabilities and other barriers to employment in the Hudson, Wisconsin area. This initiative, partially funded with a grant from the Andersen Corporate Foundation, moves beyond ProAct's traditional service area to address new needs and serve new individuals in need.
- ◇ To recognize its wider scope of activities, the former TBI program, for people with traumatic brain injuries, has been renamed Adult Day Services. This area has experienced significant growth, and this is expected to continue.

ProAct Services

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 in setting goals.

School Transition

Assessment and personal development through individual or group employment settings, summer jobs and part-time opportunities throughout the year.

Job 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.

Job Coaching

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

Center-Based Employment

Jobs inside ProAct's facilities include packaging and assembly work, automated equipment operations, 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.

Community Employment

With guidance and training, participants provide a variety of services to employers, such as clerical, warehouse, digital imaging, maintenance and manufacturing duties, as well as restaurant, hotel and retail services.

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.

Without Walls (WOW) Program

Community services and employment within five miles of one's home provide greater community involvement and offer the potential for expanded work hours.

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), DARTS, Feed My Starving Children, Meals on Wheels and visits to community centers and various thrift stores.

Adaptive Technology/ Accommodation

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

Therapists

Speech and other therapeutic services are tailored to the individual.



Greg Lange is part of a team that works at the Smokey Row Cafe in Red Wing.

Waiver Funded Services

Individualized services can be provided through a variety of funding sources, including:

CADI and TBI- Community Alternatives for Disabled Individuals and Traumatic Brain Injury Waivers

- Employment Training Services (ETS)**
Pre-vocational services are designed to prepare individuals for employment with good work habits and effective interpersonal and problem solving skills. Supported employment services include both individual and group options in the community.
- Adult Day Services (ADS)**
Supervision for a person's well-being, life skills classes and therapeutic recreation for optimal functioning for those with traumatic brain injuries and related conditions.

MR/RC- Mental Retardation/Related Conditions Waiver

- Supported Employment Services (SES)**
Supported individual and group community employment.
- Day Training & Habilitation (DT&H)**
Employment, life skills training and community support services for people with developmental disabilities and related conditions.

Eligibility for services provided through these waiver funds is determined through the local county social services office.

More Than Ever...A Focus On Success

◇ Each day at the Department of Natural Resources in St. Paul, a team of document imagers and their job coach tackle the exacting and rigorous specifications. They prepare critical documents for scanning, and follow the high standards for confidentiality, professional work habits and department procedures. These require consistent guidance from the job coach.

◇ Weekend office cleaning for the Pierce County Herald in Ellsworth, Wis. appeared to be a good fit for Krista Gilbertson's first independent job. A job coach worked with her to train on each task requested by the employer. After nine months, when the employer had concerns about work quality, ProAct's case manager and job coach immediately stepped in to review each task. Specific checklists were developed to be certain that all tasks were



1. At left, Human Service Technician and van driver Christina Heald leaves the DNR building with Virginia Lange, Luann Pitkin and Bonnie Shilman; 2. Krista Gilbertson locks the front door of the Pierce County Herald after her Saturday cleaning tasks are completed; 3. Milena Petrasek in the Atlantis 15 Theater dramatic party room.

completed and quality standards were reviewed. The added attention and training brought about improved quality, which did not go unnoticed by the employer.

◇ Ticket taking and customer service work at the modern, Cinemagic Atlantis 15 Theater was a natural for Milena Petrasek. Her customer service and organizing skills have been sharpened from years of working at Best Buy. Milena values the support of her case manager and helping with complex tasks, such as completing tax withholding forms, that otherwise might be difficult for her.



Briana Lahti works several days a week at Panera Bread Cafe.



Theater classes for Zachary Isenhardt, left and Nick Fox with coach Dan Abramowicz, background.



Mardi Gras celebrations invite music and costumes.



Pre-vocational training for Lynn Juth.

Adult Day Services

- ◇ ProAct's Adult Day Services program continues to grow and offer new opportunities for the people involved. Formerly known as the Traumatic Brain Injury (TBI) program, it now carries a more inclusive name, recognizing the broader range of needs that are addressed. Located at ProAct's Eagan location, Adult Day Services now meets the needs of some 60 individuals, with conditions that include brain injuries and related conditions.
- ◇ For people with these types of disabilities, everyday activities can be difficult. These include: remembering people or experiences; tracking time or dates; handling money; interaction in the community; appropriate people interactions; daily home care activities; personal hygiene and communicating and working at a competitive job.
- ◇ Many services are provided, including assessment and monitoring, professional services, structured activities, such as classes and group celebrations, and work opportunities. With its customized support and enrichment, Adult Day Services helps individuals to have positive interactions with others. Participants come to feel that they are part of a group and can
- ◇ Most people participating in Adult Day Services have been referred by social workers or family members and go through an intake process before beginning classes and work. Funding is typically through CADI or TBI Waivers, although independent funding is also an option.

CONNECTIONS TO AWAKEN THE MIND

Providing a caring, stimulating and conversation-filled environment, one structured by classes in music, art, computers, cooking and personal care habits. There are also community activities and special events to build memories of seasonal celebrations. Such an active environment leads to increased personal skills, job readiness and work placements.

PROACT

Adult Day Services

An Adult Day Services brochure (above) was developed to expand program awareness.

take part in activities that help them recall the experiences of everyday life, such as family events and celebrations. This may help rebuild connections and supports recall and memory skills.

- ◇ Adult Day Services includes classes through Adult Day Care, a program licensed by the Minnesota Department of Human Services. Class offerings are numerous and varied, ranging from computers, history and newsletter activity to cooking, tea time, bowling and shopping. Whether one's interests include art or puzzles, music or community volunteering, there is an activity that can help stimulate the mind. Staff use each setting to develop skills that will be useful in a work or community setting.



Tea Time includes active discussions of current events as well as taste comparisons.



Music and singing are one part of Adult Day Services celebrations.



Bowling is a serious recreational activity.



Meals on Wheels deliveries are joyful events.

- ◇ Community integration is an important facet of the Adult Day Services program, with visits to public locations and opportunities to volunteer. This process can help individuals return to a life of community inclusion.
- ◇ The employment component of the Adult Day Services program is under Employment Training Services which includes pre-vocational services designed to prepare individuals for employment with good work habits and effective interpersonal and problem solving skills. Supported employment service offers both individual and group options in the community.

- ◇ The program offers considerable flexibility and allows participants to come full-time or on a partial week basis and to choose between various classes and work options.
- ◇ The staff in the Adult Day Services area is specially trained to assist and interact with individuals with traumatic brain injuries and related conditions. The majority of staff members have been certified as Brain Injury Specialists by the American Academy for the Certification of Brain Injury Specialists. Talented, diverse and creative, the staff members use solid listening skills and sound judgment to organize multi-stimulation elements to unlock the capabilities and skills that some individuals have deep within. Once tapped, the

participants may move toward greater involvement in life enrichment programs. An analysis of primary diagnoses for ProAct participants overall indicates that 9 percent of individuals at ProAct in Eagan and 4 percent of participants in Red Wing have traumatic brain injuries, but only Eagan is a licensed Adult Day Care provider.

- ◇ ProAct established its Adult Day Services program more than a decade ago to assist people with traumatic brain injuries, recognizing the many ways in which their lives may be impacted. It soon became clear that many people with mental illness were similarly affected and would benefit from such services. ProAct believes individualized and careful assessments can help guide individuals to the activities that will engage them and stimulate active participation and personal growth. Needs are expected to grow in this area and ProAct plans to be ready to meet the challenge.



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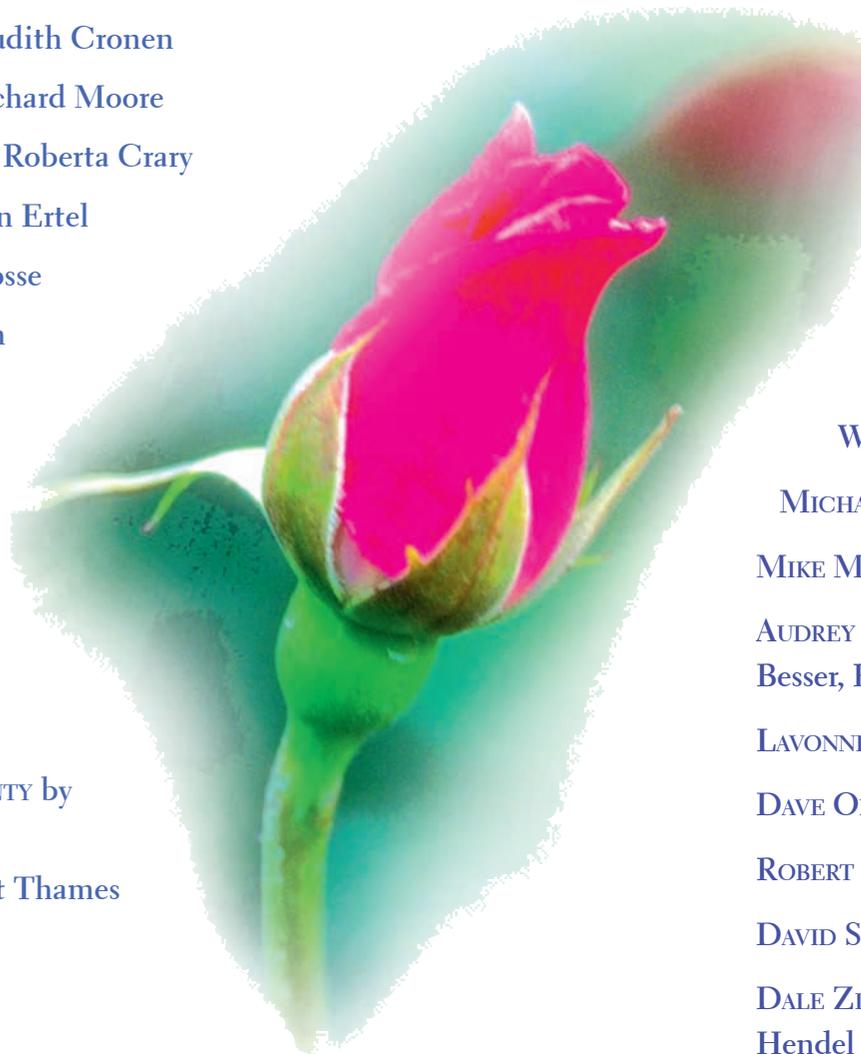
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FINANCIAL STATEMENTS

Year ended June 30, 2008

STATEMENT OF ACTIVITY

REVENUES

	2008	2007
PROGRAM SERVICE Fees	\$ 9,398,344	\$ 9,255,064
CONSUMER EMPLOYMENT SERVICES	3,354,977	3,581,273
UNITED WAY	86,436	89,812
OTHER	426,863	421,004
TOTAL REVENUES	\$ 13,266,620	\$ 13,347,153

EXPENSES

	2008	2007
PROGRAM SERVICES	\$ 11,714,420	\$ 11,371,984
EMPLOYMENT SERVICES	7,590,258	7,537,146
DAY SERVICES	3,959,366	3,659,949
VOCATIONAL SERVICES	164,796	174,889
MANAGEMENT AND GENERAL	955,455	935,096
FUNDRAISING	27,896	30,224
TOTAL EXPENSES	\$ 12,697,771	\$12,337,304

BALANCE SHEET

	2008	2007
CURRENT ASSETS	\$ 4,247,464	\$ 3,884,535
LAND, BUILDING AND EQUIPMENT	3,556,679	3,669,794
INVESTMENT & DESIGNATED CASH	3,643,901	3,415,162
TOTAL ASSETS	\$ 11,448,044	\$ 10,969,491
TOTAL LIABILITIES	\$ 1,304,314	\$ 1,394,610
NET ASSETS-UNRESTRICTED-DESIGNATED	3,640,947	3,412,328
NET ASSETS-UNRESTRICTED-UNDESIGNATED	6,482,965	6,142,940
NET ASSETS-PERMANENTLY RESTRICTED	19,818	19,613
TOTAL NET ASSETS	\$ 10,143,730	\$ 9,574,881
TOTAL LIABILITIES AND NET ASSETS	\$ 11,448,044	\$ 10,969,491

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



Directors from left, Paul Kramp, Teri McCloughan, Steven Ditschler (Ex Officio), Marty Stapleton, Jim Louwagie, Dr. Barbara Rebhuhn, Robert Kincade and Mary Ellen Leary.

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Eagan, Minnesota

Directors as of September
2008

Board members, above, Dr. Michael
Nanne and at right, Charles DeNet and
Larry Lehman.



Leadership Team

Steven Ditschler
President and Chief Executive Officer

Carolyn Dobis
Director, Programs and Services, Eagan

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

Paul Rodewald
Director, Production Services,
Red Wing/Zumbrota

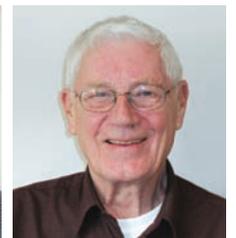
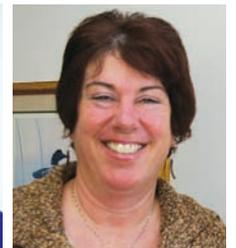
David Cavalier
Director, Production Services,
Eagan

Jo Ann Peine
Human Resources Manager

Pat McGuire
Controller

Dale Klette
Corporate Compliance Officer

Leadership team from the top as listed.



2007-2008 Program Statistics

	Eagan	Red Wing/Zumbrota	Total
Mental Illness	21%	30%	25%
TBI	9%	4%	7%
Visual Impairment	2%	1%	2%
Developmental Disability	56%	59%	57%
Physical Impairment	4%	0%	2%
Others/unknown	8%	6%	7%

Line items for Programs

	Eagan	Red Wing/Zumbrota	Total
Day Training & Habilitation	223	140	363
Traumatic Brain Injury	60	0	60
Employment Services	218	202	420
Vocational	83	32	115
Program Participants	584	374	958
Total Individuals served (unduplicated)	570	352	922



At back, Debbie Roman proudly gathered the Ellsworth friends who had dressed in their best dancing clothes and dazzling makeup for the Red Wing Banquet. Left to right: (seated) Melodie Smith, Jaci Fuchs. Standing: Becky Larson, Betty Brunner, Deb Roman, Kris Strom, Rita Matzek, Cindy Tiedke and Brenda Adolphson.

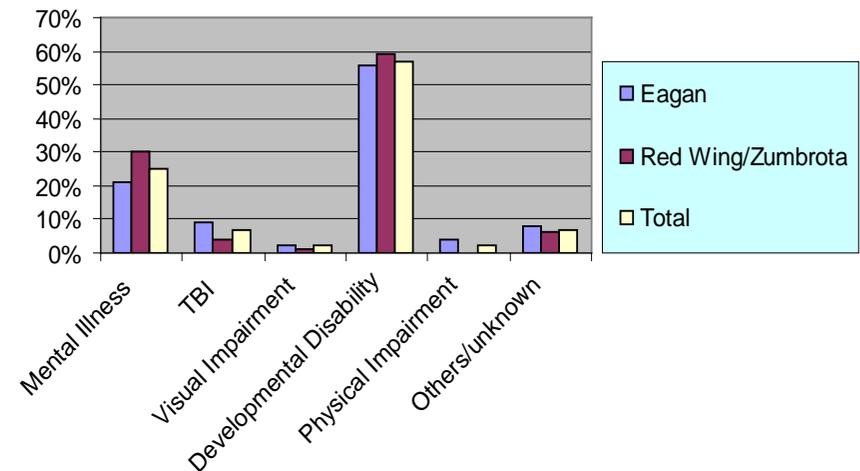
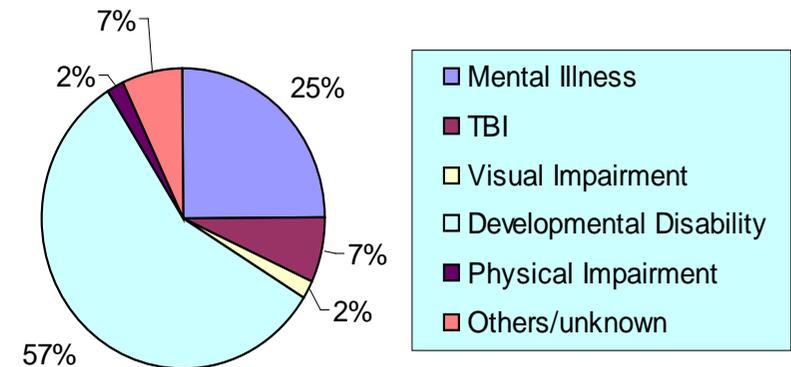


At right, Jennifer Dodd and Shannon Grimm enjoy a summertime cookout, the shade of an umbrella and good friendship.



Eagan's annual banquet featured the Rockin' Hollywoods, who invited guests on stage to lead in the dancing.

Total Percentage in Program





The winning team sponsored by Vermillion State Bank.



ProAct board members Jim Louwagie, Robert Kincade, Steven Ditschler, and Larry Lehman.

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Dakota Electric Association

Gerten's Greenhouse

Sara Grovers

Hastings Country Club

IMAX Theater

Jensen's Supper Club

LA Fitness- Apple Valley

Lifetime Fitness- Eagan

Lifetime Fitness- Lakeville

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Minnesota Lynx
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Minnesota Valley Humane Society

Minnesota Vikings

Minnesota Wild

Mississippi National Golf Club

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NASCAR

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Packnet

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Panera Bread- Burnsville

Panera Bread- Eagan

Panera Bread- Hastings

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Pearson's Candy

Pool & Yacht Club

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



Programs funded in part by The Greater Twin Cities United Way, Hastings United Way, and United Way of Goodhue, Wabasha and Pierce Counties.



United Way of Goodhue, Wabasha & Pierce Counties

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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