



Volume 14 Issue 2 July 2017

## CENTERED ON PEOPLE, TRAINING PERMEATES

ProAct staff members are preparing for more “Person-Centered” training in a move that goes beyond the general concepts to actual practice.

“This population (served by ProAct) is not used to stating what they want to do, making decisions or making their own choices,” said Person-Centered training specialist and Designated Coordinator Dennis Transue. “Most likely, they are used to being told what to do, given orders and not given a choice. They are used to someone taking care of them.

To make changes, staff are engaging in role plays with solutions to common situational challenges. The scenarios are collected over several weeks, compiled and distributed in each department to help employees prepare for the next Person-Centered training.

By acting out the situation and reflecting on various solutions,

See Person-Centered, page 3

## U.S. JUDGE FRANK VISITS, SAYS ‘ONE SIZE DOESN’T FIT ALL’



U.S. Judge Donovan Frank took a few hours to visit ProAct’s sites in Eagan and Red Wing, shared and heard stories and learned about people’s work.

“The honored guest” took on new meaning at ProAct in Eagan and Red Wing, with extensive visits from U.S. District Judge Donovan Frank, who answered questions, spoke about the legal system and learned more about the jobs people with disabilities do.

The friendly and approachable Minnesota judge often talked about stereotypes that impact people with disabilities, and even some regarding judges. “It is true that there is a word for some judges, when they let the job go to their

heads, that’s called ‘robitus’ or the ‘black robe disease,’” said Judge Frank.

The judge introduced himself and met dozens of people. He also shared his own history, growing up in a southeastern Minnesota farming community, and the interactions he had with people with disabilities that helped shape his views.

ProAct President Steven Ditschler said the organization was honored by the visit from a long-time supporter of issues for people with disabilities. “Judge Donovan Frank has probably done more for people with disabilities in the state of Minnesota



from a judicial perspective than anybody I’m aware of,” said Ditschler. “His works, his court order, the Olmstead Plan ... have ramifications and impact on us, today, tomorrow and well into the future.”

After personally meeting a small group of individuals with disabilities served by ProAct, Judge Frank was guided by the same group through the Eagan facility. He sat down in a classroom to talk about equal justice under the law, listened to people on the production floor who described their work and shook hands to visit briefly with

See Judge Frank visits ProAct, page 2

## GOLF CLASSIC TO DRAW FAMILIES, KEY SUPPORTERS AUG. 28

A combination of sporting challenge, good times together, fine food and a worthy cause are just around the corner at the ProAct Golf Classic scheduled for August 28 at Southview Country Club in West St. Paul.

“Our supporters have really enjoyed this venue, the food is excellent and people with disabilities truly need our support,” said Steven Ditschler, president and CEO of ProAct. The event is ProAct’s only annual fundraiser.

The foursome scramble start tournament features skill contests, team prizes and group photos. It begins with registration from 10:45 to 11:30 a.m., with an early lunch starting at 11 a.m. and a shotgun start at 12 p.m. A live auction, raffle and gourmet dinner will follow the game.



Eagan participant Kathy Thames, front center right in green pants, generates a major group of relatives to golf each year for ProAct’s big event. Most are shown here at Southview Country Club.

The cost is \$150 per golfer, which includes lunch and dinner, a golf cart, use of the clubhouse and practice facilities. Golfers can sign up as individuals, twosomes and foursomes.

A portion of the tournament golf cost is tax-deductible. A variety of sponsorship opportunities are available. The price for the dinner alone is \$35. To register, go to proactinc.org, or contact Sheena Henry at 651-289-3149, shenry@proactinc.org.

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## STATE LEGISLATOR CONNECTS WITH PROACT, LEARNS MORE ABOUT WORKFORCE

Work satisfaction, productivity and careful staff attention were a few of the elements seen by Rep. Barb Haley of Red Wing, who learned more about ProAct in her city during an informative tour.

Haley said she was pleased to learn about the scope of the work done by people at ProAct, and that she has talked with many manufacturers in Red Wing who are frustrated about hiring. “The demographics are changing,” said Haley. “We need every able person to want to work.”

Program Director Sally Ogren said her facility is offering much more meaningful classes. She also explained about training staff had received via a state grant through Southeast Technical College. First aid, CPR, conflict resolution and other preparations have been meaningful for a lot of individuals here, she said.

Production Manager Jim Bohmbach said Red Wing is a really tight community that likes ProAct. “We kind of expect that,



ProAct representatives in Red Wing talked about difficulty in attracting qualified staff with wages that are limited by government reimbursement rates for services. From left, ProAct Production Manager Jim Bohmbach, Rep. Barb Haley, participants Laurie Nasser and Ron Hill, Director of Programs Sally Ogren and Dee Bigelbach, sales representative. Above right, Rep. Haley visits with Jaci Fuchs.

and work at that,” he said.

As with many nonprofits providing day services, ProAct has had its share of challenges finding quality staff members. Leaders shared with Haley that some of the best have come as part-timers who retired after working in other fields.

Haley was also urged to visit with ProAct individuals at major businesses in town, where crews are daily at work. Ogren said ProAct is pleased that some

of the largest offsite work crews are now paying minimum wage. However, many people prefer ProAct’s center-based setting, Bohmbach explained.

Rep. Haley encouraged people to stay in touch. “As things come up legislatively, give me a call, because you can’t know everything about every issue. There may be something that’s going to affect you in a particular way.”

### Inside:

- Minn. parent group presents
- From the president
- Hotel employee on the move
- Focus group shares opinions
- Hollywood in Hudson
- Wish List giving ideas

## From the President...

The past few months have been very eventful as we continue to embrace transition while maintaining a range of options to support the choices of the individuals we serve.

I'd like to draw special attention to a recent visitor to ProAct, the Honorable Judge Donovan Frank. He spent a few hours at our Eagan and Red Wing sites, and it was delightful. Judge Frank has a notable reputation of supporting people with disabilities, and authored the Olmstead Plan for Minnesota. He met with many of our participants, and seemed to enjoy the visit as much as we did. Judge Frank affirms that individuals with disabilities should be able to choose where they live and work, just like others in society.



Our recent Way to Work partnership that embedded vocational rehabilitation counselors on site at our Eagan facility is nearing its conclusion, but we hope that it will serve as a model for other efforts around the state. We were pleased to forge this active relationship in exploring the world of work through visits with employers, job shadowing and highly targeted efforts to find employment. Thus far, we have served 84 people and 32 have found jobs. As an added value for us, employees from Vocational Rehabilitation Services were able to directly witness the hard work and dedication of ProAct staff.

There's another example of commitment and dedication I would like to highlight. I want to take a moment to recognize the 20 years of influence and support given by ProAct Board Member Larry Lehman. Larry's daughter, Kirstin, attends ProAct in Red Wing and we have always appreciated his perspective as a parent and former banking professional. He decided not to start another term and attended his last board meeting in June. Larry will be dearly missed.

You might have noticed the recent "ProAct Wish Lists." We owe our thanks to those who have contributed toward the special events and activities that enhance our engagement with the community. Others gave to provide equipment for our job seeking participants.

On my personal wish list for August is to meet you at our golf classic. It's a fun event and net proceeds support our mission. It will be held at the Southview Country Club on Monday, August 28, and is a great way to support our work.

Another noteworthy item is that we have completed a number of Thursday night parent/guardian meetings over the past year. I was grateful to hear family perspectives and the questions people had about our day and extended employment programs. In September, we are inviting Eagan area legislators to come to ProAct to meet with parents and guardians. Details will be forthcoming.

I hope you are able to enjoy the rest of our summer, and spend some time with family and friends.

Steven Ditschler

## PARENTS, GUARDIANS GATHER IN RED WING FOR MN PARENT GROUP

With more than 400 members, the MNFAC message supporting adults with disabilities is statewide, and their influence is growing.

The Minnesota Families and Advocates Coalition (MNFAC) stopped at ProAct in Red Wing recently for an evening meeting with parents and guardians of adults with disabilities.

The main focus of MNFAC has been changes coming via the Disability Waiver Rate System (DWRS). That system transfers the responsibility of setting service rates from counties and tribes to the State of Minnesota.

"There are a lot of things that are threats, but we've pretty much focused on DWRS," said MNFAC Co-chair Jim Clapper. Calling it the "most imminent threat," Clapper gave an update, saying that the legislature was able to make some changes in the last session to moderate the damage that was "about to be inflicted upon" ProAct and other disability providers.

Still, he said, the work of parents and families is not done. MNFAC leaders believe that there are going to be another couple of



MNFAC board member Jerry Smith, above, talks about "knowing your numbers" for client disability service rate changes coming to providers.



rounds of going after DWRS in 2018, a non-budget year, and especially in 2019, Clapper said.

The message that MNFAC has been hearing from the governor is that people with disabilities are getting enough money already and to redistribute what you have, said Clapper. He received a form letter response to many letters with questions to the governor.

MNFAC board member Jerry Smith said a new governor's race is coming up,

and that candidates need to know what is happening with Minnesota's Disability Waiver Rate System.

The MNFAC meeting followed a similar get together at ProAct in Eagan earlier this year, and many others with similar providers across Minnesota. ProAct supporters can learn more at mnfac.org, and on the website for ProAct's state association, mohrmn.org.

## Banquets to recognize achievements

**Eagan**— September 29  
Envision Event Center, Oakdale  
**Red Wing/Hudson/  
Zumbrota**— October 6  
Treasure Island, Red Wing



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Red Wing, Zumbrota, Hudson— Pam Veith, [pveith@proactinc.org](mailto:pveith@proactinc.org)

## WORK RECOGNITION FOR TWO PLACED BY PROACT IN RETAIL

Employees placed by ProAct at Target and Sam's Club each received a nice boost at work, with recent recognition for the jobs they are doing.

Patrick Cooley at Sam's Club in Apple Valley was named an employee of the month, and the kudos came with a \$50 bonus and photo display on a wall of honor. Cooley planned to save the money.



Patrick Cooley with Sam's

Even better, he was given an employee of the month name tag to wear on his uniform, explains Designated Coordinator Sherri Coons.

Cooley, who mostly does stocking, said he likes his coworkers



Parker Stubbe at Target

and enjoys helping customers load things into their cars.

Across town, at the Target store in the same city, Parker Stubbe works in the dairy department. After a solid three-month review, managers recognized his efforts with a free meal. He's been successful at the job for more than six months.

Judge Frank visits ProAct, from page 1

others along the way.

In a larger session, Judge Frank said he has received a number of letters and phone calls from people saying that the Olmstead Plan and the court orders have been interpreted to mean that people cannot receive services in facilities like ProAct's, that everybody has to live by themselves or with a roommate in the community, they have to go find a job in the community, and that government is going to eliminate facility-based options. "Absolutely false," the judge said. "It's personal choice ... one size doesn't fit all."

The Olmstead case was decided by the U.S. Supreme Court in 1999, and was followed by the court approved Minnesota Olmstead Plan in 2015. It was revised and adopted by the Olmstead Subcabinet and submitted to the U.S. District Court in February 2017. Olmstead is a "broad series of key activities our state must accomplish to ensure people with disabilities are living, learning, working, and enjoying life in the most integrated setting," according to the Minnesota Department of Human Services.



Judge Frank heard from several individuals with disabilities who are working in the community. They talked about their jobs, dreams and achievements. Each was applauded by the group.

One individual with disabilities talked to the judge about an employment rejection she had received at a fast food establishment, where staff had said it would not be safe for her to work there because she was blind.

The judge talked about classes he's

been involved with to teach lawyers about disability discrimination and stereotypes, and the devastating effect these have on people. He's since helped offer free continuing education to train more than 1,000 lawyers about these issues. The trainers put a person with disabilities on a presenter's panel to further help dispel such stereotypes.

"You can't believe what happened, training all these highly-educated people," said Judge Frank. A number of lawyers said to the judge, "We had no idea we were carrying around these stereotypes."

In addition to educating lawyers, the judge offered an invitation to the people at ProAct to visit the courthouse and learn more about the legal system.



Some years ago, the federal courthouse in St. Paul became the first federal building in Minnesota to receive a national award as the best maintained building, the judge explained. Nearly all of the people providing maintenance at the courthouse have disabilities.

## Get to know us

### Admission Information

Eagan, Hudson-  
Autumn Randall 651-289-3151  
[arandall@proactinc.org](mailto:arandall@proactinc.org)  
Red Wing, Zumbrota-  
Pamela Veith 651-327-5613  
[pveith@proactinc.org](mailto:pveith@proactinc.org)

### Need Employees?

Eagan- Deb Ulrich (groups)  
651-289-3183  
[dulrich@proactinc.org](mailto:dulrich@proactinc.org)

## View career opportunities at [proactinc.org](http://proactinc.org)

### Production Services

Eagan- Deb Ulrich  
651-289-3183  
[dulrich@proactinc.org](mailto:dulrich@proactinc.org)  
Red Wing- Dee Bigelbach  
651-327-5620  
[dbigelbach@proactinc.org](mailto:dbigelbach@proactinc.org)

### Donation Opportunities

Sheena Henry 651-289-3149  
[shenry@proactinc.org](mailto:shenry@proactinc.org)

## Moving and moving to stay job focused

AmericInn in Red Wing works well with Samantha Gustafson's learning style in housekeeping, which is very cut and dried, black and white, said vocational services specialist Sam Kapala.

"She has a good understanding, and is eager to learn new things," said General Manager Kelly Beyer. Placed here by ProAct about four months ago, her responsibilities



AmericInn's Judy Brickey, left, and Kellie Cecil, right, find a great amount of help in new hire Samantha Gustafson.

are increasing, and that's by design. Previously, she had been on ProAct's work floor for about five years.

The arrangement, with regular site visits from ProAct, is a good example of customized employment, said Kapala.

Those who ask a coworker about

Gustafson's style might hear that she keeps moving, and moving. "She is just fantastic, polite, energetic and good at letting us know what's going on," said Judy Brickey, who works at the front desk.

"My favorite thing is getting the job done correctly," said Gustafson. She takes public transportation to work, or gets rides from her group home.

Responsible for more than 23 rooms on this weekday, there are beds to strip, garbages to empty, mopping tasks and more. The GM said she is a fast worker.

Guests have also recognized the quality of her work. The culture at AmericInn is like one happy family, said Gustafson.

"It's fantastic to have her on the team.

We love her," the general manager said. Hotel leaders try to understand the needs of staff members and recognize that there is always room for personal growth, she explained.

During her time off, Gustafson plays football, soccer, kickball and hockey.



## PROACT BRIEFS:

### Eagan participants featured in MOHR video



A number of individuals served by the Eagan programs were featured in a new statewide video by the Minnesota Organization for Habilitation and Rehabilitation, "You are the reason I come to work each day."

The under four minute production places disability staff members behind the camera who share their commitment to the people they serve. The latter are on camera reacting to what is being said.

Staff talk about work ethic, determination, great attitudes, and more. Watch it on Facebook.com/mohrmm, or on YouTube at bit.ly/2sJXqDX.

### Hudson engineering firm hires second from ProAct

Jenny Loney is checking and assembling electronics at Resolution Engineering in the Hudson, Wis. industrial park, and is the second person placed in a job there by ProAct.



There are programmed key fobs to test, security system components and other products that are weighed. "This was some temp work, but I found I really liked it here," she said.

### Staff Enrichment series introduces Ramadan

As part of a new Staff Enrichment series in Eagan, ProAct Direct Support Professional Ali Abikar showed a video about Ramadan and fasting, and explained some aspects of the Islamic tradition.



It was the first of the annual fasts, which generally run for 29 days. To

celebrate with fellow staff, Abikar brought along Somali Sambusas, fried pastries with meat and onions. And, there were dates, the preferred food to break a fast with. Abikar is a native of Mogadishu, Somalia, and came to America 17 years ago at the age of 12.

### They said "Yes" to jobs

"They Said Yes" is phase two of a Workforce Innovation and Opportunity Act program in Dakota County, which began with interviews of individuals served by ProAct in Eagan, and their guardians, to gauge interest in community employment.

In Eagan, 39 percent of the 395 interviewees said "Yes." Dakota County Employment Planner Megan Zeilinger leads the effort, and described the results as "awesome." She credits the many employment experiences ProAct offers.

With no change in current benefits or transportation, those who said yes will begin a "Rapid Engagement" step with job searches and exploration of work environments that fit individual interests and face to face conversations will circumvent the typical hiring process. Individuals will learn something from every job experience, said Zeilinger.

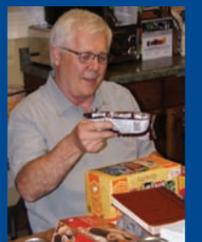
### 'Not That Special' ProAct Playhouse set for Aug. 25

Written and performed by ProAct participants in Eagan, "Not That Special" is the next performance, and it's scheduled for August 25.

"It's about a young man who gets rejected by an acting school that he auditions for," said Director and Designated Coordinator Matt Briggs. "He decides to direct his own play of Romeo and Juliet. Location to be announced.

### Key creator of work jigs, RW facility man retires after 33

Since 1983, Red Wing Plant Manager Craig Olson has made work possible for many individuals with disabilities by designing and building specialized "jigs," tables and other setups to accommodate people's needs.



Leaving more than a significant mark on so many, Olson retired in May. He was off with friends to cross the Continental Divide, from Mexico to Canada, on a 250cc motorcycle.

## HUDSON FAMILY EVENT GOES HOLLYWOOD



With live music, outfits and fanfare, the annual dance at ProAct Life Opportunities in Hudson attracted many parents and other family members. From left, left to right, are Debby and Lester Richards and their daughters, Jen and Jackie; Erica Satre; Mari Kowalchuk and Jen Offner; Rosa Melgarejo and direct support professional Chris Conway.



## FOCUS GROUP PROVIDES VALUED FEEDBACK

A June focus group meeting gathered a mix of a dozen people, from government, to parents and guardians, designated coordinators and employers, who gave feedback about ProAct's service delivery.

Planners learned some significant things at the lunchtime meeting, and took the input to heart, explains Kim Feller, vice president of programs and services. The event was facilitated by ProAct volunteer Kriscel Perez-Estrella.

Group participants shared several areas where ProAct could be improved:

- By streamlining the intake process.
- Making billing more timely, even when programs expand.

- Changing transportation to be more responsive to needs, considering financial limits.
- Focusing more on inexperienced and diverse staff to be well-trained regarding regulations, procedures and paperwork.

Overall, the group was very pleased with ProAct offering a diverse range of services and could not imagine if ProAct would not be part of the community. "It was a valuable experience and people were very positive about the program," said Feller.

Another focus group is scheduled for September. People with questions or an interest are encouraged to email kfeller@proactinc.org.

Newsletter group, from page 4

she uses to type up her information. Then, Alpers records and enters the info into a computer.

Articles are not assigned, says Glover, but he and Befort do follow up on ideas that writers are pursuing. One wrote about her brain injury and another penned information

about epilepsy and included an interview with her neurologist.

The group is somewhat fluid, with people coming and going, explains Glover, who has seen solid improvement in people's writing. "I especially like when two or three people get together and work on something," he said.

## SUMMER WISH LIST

Other ways to support  Become a ProAct Wish List partner – your gift directly benefits the individuals served!

**\$125** will purchase materials needed to build raised garden beds for individuals currently participating in ProAct's Gardening Life Skills class.

**\$100** will cover the cost of BOSU® balls, resistance bands and strap-on weights for individuals participating in ProAct's health and fitness classes.

**\$100** will allow 10 individuals to tour the Minnesota History Theatre.

**CONTRIBUTE ONLINE PROACTINC.ORG**

### Thank you to our contributors

ProAct thanks Glen and Vivienne Lien for their contribution for an Italian dinner cooking class in June, and also Kris Flaa, who provided tickets for individuals to attend the Dakota County Fair.

Person-Centered, from page 1

coworkers will further embed a person-centered approach as they learn together, Transue explains.

Person-Centered training turns the caregiving equation upside down. The approach is to encourage individuals to set their own goals, to decide from various choices and to speak up for themselves, according to Transue. The act of asking someone what they want to do and offering them choices is a new experience for many people with disabilities. For ProAct staff who consider that they already respect and listen to participants, this approach offers a deeper level of

consideration, respect and sharing of information. There's a greater respect for choices, offers of education and information about consequences, as opposed to simply giving orders and directions to be followed, Transue said.

The trainer said that as ProAct moves ahead each day with this new approach, improvement and change may not be obvious in the short term. But, he predicts that over a year's time, the staff will see a change in behavior, motivations and personal decision making from the individuals who are ProAct's customers.

## PARENT WRAPS UP 20 YEARS ON BOARD

As a father of an adult woman with disabilities, avid ProAct supporter and former banker, ProAct Board Member Larry Lehman has shared his input with the nonprofit for some 20 years. He stepped down in June.

“We have a very special place in our heart for ProAct, because it provides our daughter, Kirstin, daily activity that she truly looks forward to,” said Lehman. If having a purpose helps one get up in the morning, ProAct has given that purpose to Kirstin, who wakes herself up at 5 a.m. on weekdays to get ready for ProAct in Red Wing. “She sleeps in on weekends,” her father said.

Lehman was convinced to join the board in 1997 by then special education teacher Dave Glover in Red Wing, who was the chairman of Interstate Rehabilitation Center, ProAct’s predecessor. The merger of IRC with Owobopte in Eagan to form ProAct was one of his better memories, and very positive, he said.



Larry Lehman

Seeing ProAct’s healthy balance sheet has been doubly rewarding, Lehman said, as a banker and parent of someone served.

Living on a wooded acreage within view of Kenyon, Lehman has brought a small town perspective to the nonprofit. He had some extra interaction with ProAct’s Zumbrota facility, where his daughter worked on some days.

After serving on several boards, Lehman said he would describe ProAct’s as “high performance,” with a number of long term members and a high level of commitment.

Upon his retirement from the board, Lehman recommended that ProAct find another parent of a participant who would be willing to serve. “It sounds like that is going to happen.”

The longtime ProAct supporter stays active cutting and moving wood at his home, and heating with it in the winter. He spends about 30 hours each summer clearing brush and buckthorn from his property.

“We didn’t realize the view there was out in the country, but you hardly feel it because you can see town,” he said.

## PARTICIPANTS PRINTING STORIES FOR 5 YEARS



Much like a group of reporters with their editors, ProAct’s newsletter group in Red Wing meets regularly to discuss story ideas and people’s progress, then edits and puts out the publication.

There are stories about work and coworkers, family, trips and activities, and more serious topics about disabilities, but the main thrust of ProAct’s newsletter group in Red Wing is to keep on telling news from each writer’s perspective.

Volunteer and former special education teacher Dave Glover facilitates the meetings with Designated Coordinator Heidi Befort. The setting isn’t all that different from editor meetings with reporters. Facilitators check on progress

with stories, make suggestions and ask questions about key facts. Questions generally fall into the traditional who, what when, why and how categories.

“My first article was four to five lines, and now my articles are two pages,” said Gina Alpers, who wrote four stories for a recent issue of “The Write Stuff” newsletter. The publication is in its fifth year. She and other contributors have their names printed near the top, just under the masthead.

Alpers works with Spring Reisner, who is another writer and is blind. Reisner has a Braille typewriter at home, which

See Newsletter group, page 3



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## MASTER GARDENER HELPS CLASS, PLANTS

Garden planning and production took a huge step forward at ProAct in Red Wing with input from a master gardener in training who helped participants and staff create and execute a masterful plan.

Marsha Cooper is working toward the title, and volunteering here gave her the opportunity to get to know people at ProAct whom she had never met before. “That was probably my best experience in watching how it all works, how (classroom instructor) Kathy Tesch works with her clients,” said Cooper. Master gardeners must complete 50 volunteer hours as part of their certification.

Tesch and her group talked about the shapes of produce, textures, the senses, sheens and tastes. She said the plants had to be interesting to look at as they grow. There’s also an herb garden, with peppermint,



Clockwise from top, Terry Mathews waters plants in a raised bed, Master Gardener in training Marsha Cooper digs with a spade, fresh picked lettuce dazzles the eyes and classroom instructor Kathy Tesch plants with Tom Taylor.

pineapple sage, dill basil, chives and more.

The instructor said it’s important for participants to see that the food they eat just doesn’t show up at the grocery store. Soil prep, planting, weeding, watering and harvesting provide teachable moments.

## PROACT GOLF CLASSIC

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\$150

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