Road to Recovery

ProAct 2021 Annual Report

Dear Friend of ProAct,

This has been a long and trying year for all of us dealing with the pandemic. Our lives and everyday activities have been turned upside down and it has been difficult to adjust. What we do know is that we are on a road to recovery. The virus spread is slowing, we are able to meet with family and friends, businesses are opening back up, and the rules and regulations that held us so tightly are loosening.

In this past year, we experienced significant change, Steve Ditschler retired after 20 years of dedicated leadership and we welcomed Judie Foster-Lupkin as our new president and CEO. We navigated the new realities imposed by the pandemic- our services temporarily suspended by the Department of Human Services, challenges in hiring staff and keeping up with competitive pay. We led the company through these changes with a laser focus on being able to continue our important mission by being good stewards of our resources.

We made the decision to close our Zumbrota site and sell the building, we stopped sending work crews into the community from the Eagan and Shakopee facilities, and we are using public transportation wherever possible. Additionally, we are implementing efficiencies in staffing, planning, billing, payroll and in our management structure. Vice President of Programs Kim Feller has been named the overall program director for all sites; our longtime Red Wing director, Sally Ogren, left ProAct in June 2021.

What we have discovered in this past year is the incredible resilience of our team, participants and their families! When we needed to be flexible with virtual services – we were. When we needed our team to step up – they did. When we were able to bring participants back – they came.

ProAct is built on a solid foundation and has been able to weather the storm, and for that, we are forever grateful. We want to give a heartfelt thank you to everyone who has supported ProAct this last year. We are not back to where we were in 2019 but we are well on our way. Our spirts are high and we are excited to serve the participants, who we care for deeply. As we move into our next chapter, we want you to know that we will be diligent in our efforts to serve.

Thank you all for your support!

Arleen Sullivan
Board Chair

Judie Foster-Lupkin
President and CEO

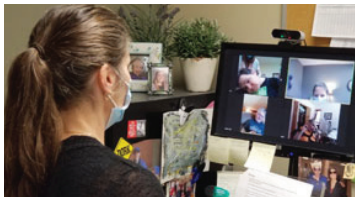
Impacting people with disabilities

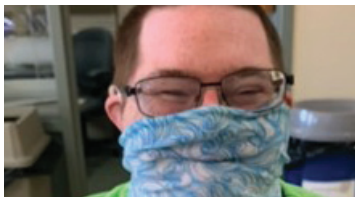
1176 people received services*

175 people served in virtual services

757 people received employment services

116 people placed in independent community jobs





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.

* Please note that early in the fiscal year, the Minnesota Department of Health and Department of Human Services placed limits on the number of people in ProAct buildings as well as capacity limits on transportation due to COVID-19. This reduced the number of individuals ProAct could serve with in-person services over several months.

proactinc.org

Mission

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.

Strategic Plan

1. Provide relevant person-centered services for people with disabilities to support day programs, training and work to overcome barriers to employment.
2. Develop and operate business services to support ProAct's mission.
3. Preserve organizational agility and vitality to achieve desired outcomes.
4. Inform, and influence the external environment to improve the lives of people with disabilities, and ProAct's ability to provide quality services.

Diversity and Inclusion

ProAct is committed to creating and maintaining a diverse and inclusive workforce that reflects the people and communities it serves. Diversity embodies all differences that make up unique individuals. Inclusion entails building an environment where those differences are valued.

Program Goals and Outcomes

Enrichment Programming

An array of services facilitated virtually, at ProAct service locations and in the community designed to enhance and enrich the lives of ProAct participants. Programming includes theatre and Interpersonal communication, volunteering, field trips, exercise, cooking, trivia, computer training, self-advocacy, personal care, life skills development, skills maintenance and more.

Individualized Home Supports and Semi-Independent Living Skills Services

Individualized services provided in-home or in the community to help participants with and without training to enhance their independence and self-sufficiency.

Work Crews (Enclave)

Job experiences on contracted ProAct work crews in the community offer opportunities to engage with and work alongside other employees while earning wages. Completing tasks, communication, and teamwork are emphasized, and individuals on crews increase their value and prospects for independent employment.

Skills Discovery, Employment Exploration and Development

Assessment and Employment Exploration services help participants identify skill sets and career pathways, explore job opportunities, and participate in job shadows and work tryouts in preparation for the job search. Employment Development assists participants with securing competitive employment in the community through an individualized job search process that may include resume development, mock interviews, targeted job leads and more. ProAct provides supports to ensure stability on the job, post-placement.

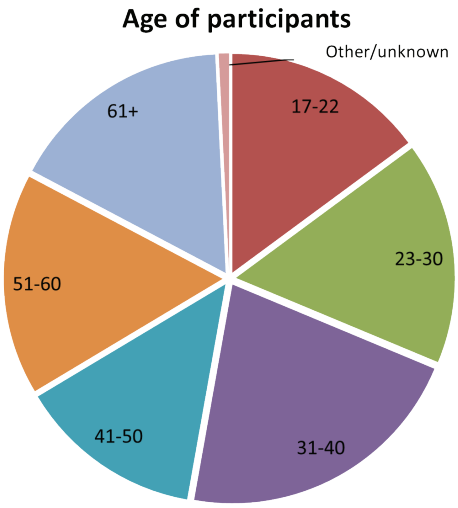
Employment Support Services

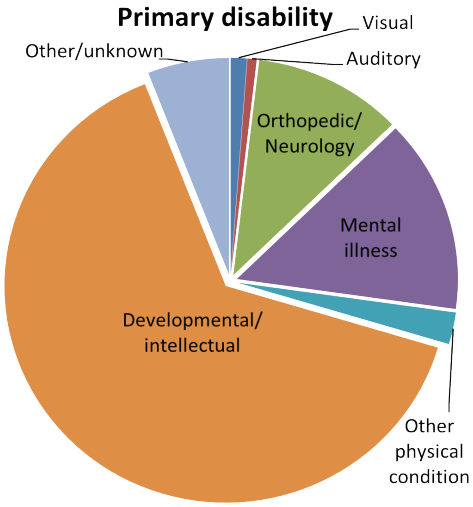
Long-term Employment Support Services provide participants with the assistance needed to help them maintain and excel in the competitive workplace.

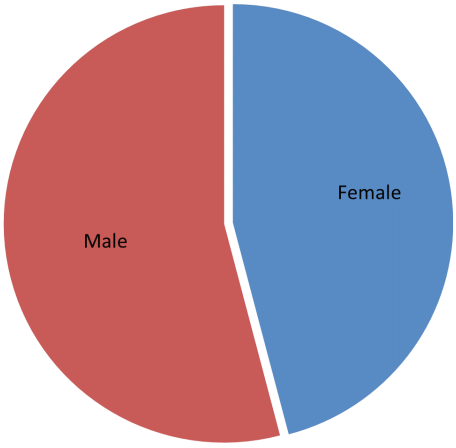
Work Floor

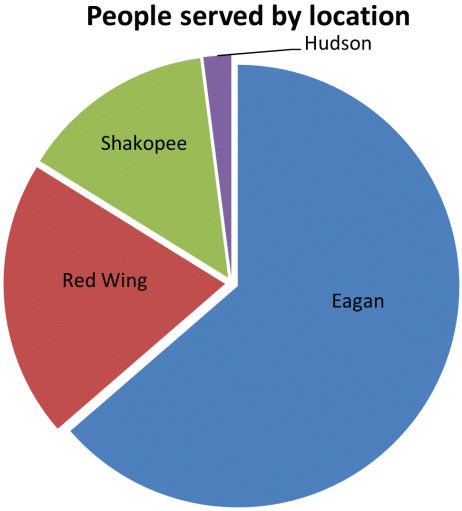
Contracted work brought in-house to ProAct facilities gives participants the chance to learn work skills, be productive and earn income. Specific in-center training programs help people to achieve their goals as they prepare for opportunities in the general workforce. ProAct staff assist and help complete projects for customers.

Demographics



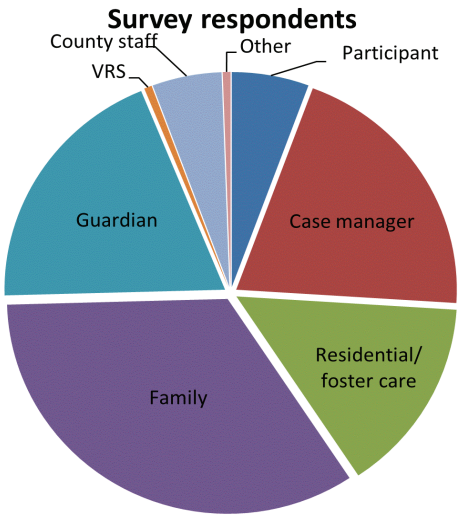






Satisfaction survey 2021

Each year, ProAct surveys its stakeholders to determine their levels of satisfaction. From participants, to family members, case managers, county and Vocational Rehabilitation Services (VRS) staff members, the questionnaire is useful to the agency's leadership to determine possible programming improvements and enhancements. From the 177 who responded to the survey, the nonprofit was pleased to learn that 93 percent of those surveyed said programming reflects the participant's current personal interests, needs and desires and 91 percent of survey respondents are totally satisfied with the services they receive from ProAct. Additionally, 85 percent of those surveyed said ProAct maintained consistent communications with its stakeholders during the COVID-19 pandemic.



Survey comments:

"Participants are given excellent personal attention."

"An amazingly committed staff drives ProAct services!"

"ProAct is a community of caring."

"Our son is working because of ProAct."

Financials

ProAct received COVID-19 related loans and grants in fiscal 2021, which accounted for the more than $3.5 million increase in other revenue (fiscal 2021 vs. fiscal 2020). The nonprofit applied for forgiveness of Payroll Protection Program (PPP) loans from the United States Treasury. Overall, year-over-year revenues were down by 6.6 percent.

Due to an increase in services, program expenses increased for fiscal year 2021. Investments increased by nearly $7.5 million in fiscal 2021. Some program services were suspended/limited due to COVID-19 governmental requirements. Increases in net assets undesignated for 2021 includes both federal and state grants.

Statements of Activities and Changes in Net Assets

	2021	2020
Revenues		
Program Service Fees	$5,475,627	$9,751,720
Consumer Employment Services	3,706,135	3,898,818
United Way	1,250	7,250
Other	4,585,060	718,267
Total Revenues	$13,768,072	$14,376,055
Expenses		
Program Services		
Employment Services	$5,117,175	$7,437,623
Day Services	3,907,661	5,617,434
Vocational Services	279,119	427,153
Total Program Services	$9,303,955	$13,482,210
Support Services		
Management and General	1,033,773	1,514,130
Fundraising	—	22,659
Total Support Services	1,033,773	1,536,789
Total Expenses	$10,337,728	$15,018,999
	3,430,344	(642,994)

Statements of Financial Position

	2021	2020
Current Assets	$5,401,721	$9,728,878
Land, Building and Equipment	3,423,406	3,512,039
Investment	12,300,432	4,809,942
Total Assets	$21,125,559	$18,050,859
Total Liabilities	$3,245,903	$3,510,791
Net Assets-without Donor Restrictions		
Designated	4,524,779	4,560,784
Undesignated	13,354,877	9,979,284
Net Assets-with Donor Restrictions	—	—
Total Net Assets	$17,879,656	$14,540,068
Total Liabilities and Net Assets	$21,125,559	$18,050,859

Fiscal years from July 1 to June 30. Financial audit report available upon request.

Retiring CEO marks 20 years of trust, integrity, respect

ProAct said farewell to its longtime CEO Steve Ditschler, who coordinated an expansion from one to six locations and a fourfold increase in revenue for the nonprofit.

"I think ProAct is a better organization today than it was when Steve came, and that's something he should be very proud of," said past Board Chair Jim Louwagie, who served in that position when Ditschler was hired, when he retired and at other points along the way.

Ditschler gave ProAct leaders the freedom to lead and to do their jobs, said a past director. He also had a heart for the mission and the business sense to pull it all together, said another. Tribute videos were made in his honor.

Zumbrota wraps up, nearly 50-year director retires

Started in 1994, ProAct's downtown Zumbrota site was the first to carry the ProAct name and operated as a satellite of Interstate Rehabilitation Center (IRC) in Red Wing. The two facilities became a part of the larger organization in the early 2000s when the ProAct moniker was used for all operations. Zumbrota was closed in 2020 and the building sold in 2021, as the nonprofit responded to changes brought on in response to COVID-19.

Near the close of ProAct's fiscal 2021 year, the nonprofit also said goodbye to a key leader who had served the organization in Red Wing for 47 years. Retiring Director Sally Ogren will long be remembered for her commitment and dedication to ProAct's participants and staff. Ogren was instrumental in developing many services and was a longtime surveyor for the Commission on Accreditation of Rehabilitation Facilities (CARF).

"What really drew me to ProAct was the client and staff interaction and that really makes it worthwhile just coming in and seeing everyone is happy to be here. This is their place, this is where they want to be."

— Kelly Flatley, DSP

Pre-Employment Training (Pre-ETS) student explores piloting

ProAct assists many young people with a variety of career exploration options, and the Pre-Employment Training Services program took on a short "pilot" project for a Prior Lake grad with his eyes to the skies.

Assisting Kevin Valverde Bustos, ProAct employment specialist Cindy Besonnie connected with the Metropolitan Airports Commission and two metro airports for informational interviews and job shadowing. But Bustos did even more, maneuvering a plane on the ground and taking the controls at altitude.

Full stories are available at proactinc.org and on ProAct's YouTube channel

Nonverbal son sees significant gains through virtual enrichment

Christopher O'Connor's parents, Chris and Mari, raved about the help their son was receiving at ProAct's day program in Zumbrota. Then COVID-19 came along, and Christopher stayed home with them.

The nonverbal individual with severe disabilities found a promising alternative, however, online music classes through ProAct Together Virtual Services. Mari was struck by the kindness of the staff, and how the music activities made a deep connection with her son to help him communicate.

"The wonderful thing that I see is the people who are managing the class, the teachers, Danielle, Kathy, Asia and Lori, are just incredibly kind . . . they know them so well . . . We're all going through the pandemic, but to not have that alone feeling is pretty impactful . . . it's just the kindness that I see from the teachers that warms my heart."

— Mari O'Connor, mother of Christopher

Virtual services reach 175 people with creative, interactive, enrichment programming

Dozens of subject areas and real life skills help flowed through ProAct Together Virtual Services classes taught online as individuals adapted to society's reaction to the COVID-19 situation. Craft classes were popular as participants shared their completed creations for all to enjoy. New friendships were made as participants from multiple locations came together online. Practical skills were taught to improve people's lives at home, and social connections through events fulfilled individual needs for interaction.

One of ProAct's goals is to develop new programming designed to better fit changing requirements for funding and federal guidelines for work while continuing to enhance the lives of its participants. New enrichment programs and specialized employment readiness offerings were generating enthusiasm among participants, their teams and ProAct staff.

Participants show off their art projects from virtual classes and staff prepare for interactive learning which brought participants together from multiple locations.

"We love being here, it's super fun . . . very positive energy between staff, clients, the nurses that are here."

— Rachelle Dettman, DSP, Instructor

"ProAct is one of the better service providers I've ever worked with in my career."

— HomeGoods Store Manager
Portia Gray, a 21-year retail veteran

Full stories are available at proactinc.org and on ProAct's YouTube channel

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Karla Zellmer

In Honor of:

Leann Bollum honors Craig Bollum
Linda Estes honors Rachel Estes
Kristi Jacobson honors Steve's Retirement
Darlene Koob honors LeAnne Linder
Jeff Thames honors Kathy and Jane Thames

In Memory of:

David and Stephanie Baasch for Mike Garsteig
Brian and Darlene Garsteig for Mike Garsteig
David and Terri Hanke for Dennis O'Meara, Shannon Noll
Dianne Knowlton for Clarice, Roy and Donald Knowlton
Elaine Opdahl for David Opdahl
Richard Radman for Don Radman
David Reynolds for Chris Reynolds
Dawn and Michael Tipcke for Mike Garsteig

Business and Community:

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Mightycause Charitable Foundation
Minnesota Golf Charity Events
Minnesota Valley Electric Trust
Rosemount VFW #9433
Rotary Club of Eagan
Smead Manufacturing Company
St. Croix Valley Foundation
StarTech Computing
United Way of Goodhue, Wabasha & Pierce Counties
United Way Of Greater Philadelphia and Southern
New Jersey
United Way of Hastings

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Ex-Officio
ProAct, Inc.
Eagan, Minnesota

Steve Ditschler (ret.)
Special Advisor to Board
(February 2021)
Ex-Officio
Eagan, Minnesota

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President and CEO (as of February 2021)

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Aimee Sandy
Controller

Jo Ann Peine
Human Resources Director and Corporate Compliance Officer

Sally Ogren
Program Director- Red Wing

Steve Ditschler
CEO, July 2020 to January 2021

ProAct, Inc.
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