



ProAct, Inc. Technology Plan for 2025-2026



Title:	Technology Plan - FY 2025-2026
Purpose:	Outline the overall IT strategy for the 2025-2026 fiscal year

Executive Summary

The Technology Plan for ProAct from 2025 to 2026 is designed to optimize the organization's IT infrastructure, enhance security measures, and prepare for future advancements. This comprehensive plan will cover various aspects, including facilities, security, servers, workstations, site connectivity, switches, wireless networks, antivirus protection, email/web protection, website management, system backup, auditing, security awareness training, and disaster recovery. It aligns with the company's operational needs and objectives to ensure smooth functioning.

Facilities

ProAct operates in Eagan, Red Wing, Hudson, and Shakopee, with varying numbers of computers at each location.

Eagan and Red Wing host virtual servers running Microsoft Server 2012 and 2016.

- Eagan – 61 Laptops & 23 Desktops
- Red Wing – 20 Laptops & 20 Desktops
- Shakopee – 23 Laptops & 2 Desktop
- Hudson – 3 Laptops

Email Security

Spam is being filtered through Microsoft 365 Defender antispam as part of ProAct's Microsoft 365 subscription. SonicWALL Unified Threat Management (UTM) devices are installed at all locations. Strong passwords are being enforced. This includes routine password changes, removing unnecessary access to software programs on kiosk/lab computers and better management of permissions. StarTech continually runs vulnerability scans on all ProAct public IP addresses to identify any possible security issues open to the outside world. Potential security issues are remediated as they are discovered. Monthly threat reports are received from StarTech reporting any incidents, observations, most targeted devices and remedies. Microsoft 365 Message Encryption is actively scanning all outgoing mail for Personal Health Information (PHI) and encrypting if any PHI is found. All users are required to use Microsoft Authenticator with their ProAct accounts.



ProAct, Inc. Technology Plan for 2025-2026



Servers

ProAct's physical hosts in Eagan and Red Wing were installed in 2020. They were slated to be replaced in 2024. At the time of replacement VMware, whose products ProAct utilizes for its virtualized servers, began restricting the sale of its product to small- and medium-business customers by ending their partner program. At this point in time StarTech is exploring alternative options to this critical software. Until we have a better understanding of the availability of this product their recommendation is to maintain the physical hosts that are currently installed at the locations.

Workstations (computers, monitors, and printers)

ProAct will replace end user equipment as needed. ProAct maintains roughly 5% spares of computers, monitors and docking stations. Monitors and printers are replaced as needed. The replacement cycle will be reviewed in cooperation with recommendations from StarTech and ProAct.

In October 2025 Microsoft will end official support for Windows 10. At this point in time all free feature updates to Windows 10 will cease. Microsoft has announced they will be launching the Extended Security Upgrades (ESU) program for environments that want to maintain use of Windows 10 or are unprepared for the transition to Windows 11. Due to system requirements for Windows 11, ProAct has 8 computer lab computers that will not update to Windows 11. Deployment of Windows 11 began in February 2025 with groups of 8 – 10 per week. The transition should be completed by the end of July 2025. Microsoft has not yet released any eligibility or pricing information around the ESU program; only larger organizations were eligible to enroll in the Windows 7 ESU program.

Most applications have full compatibility with Windows 11. ProAct has many Group Policies that update system settings on each workstation that is tailored for the needs of ProAct's environment. Many of the Group Policy settings are Windows 10 specific and are in the process of being adapted or duplicated for Windows 11.

Site Connectivity

Eagan is considered the primary "Hub" of the "Hub/Spoke" configuration where each of the other facilities connects; Red Wing is considered a secondary "Hub." All other facilities are connected via a site- to-site VPN that utilizes the existing internet connection at that individual site and their SonicWALL.

Switches

The network switches are a mix of UniFi and HP business class switches. These are critical network infrastructure, and a physical failure of these devices generally occurs without warning. The HP business class switches are due for replacement in 2026.



ProAct, Inc. Technology Plan for 2025-2026



Wireless

All locations utilize UniFi Access Points with separate staff and guest networks.

Antivirus Protection

All devices use a combination of Microsoft Defender, which is provided through ProAct's Microsoft 365 licensing and Huntress EDR, which is licensed by StarTech. Huntress is an aggressive detection and prevention program that is optimized to work in concert with Microsoft Defender. These two services working with one another offer ProAct's IT provider real-time alerting and isolation of affected resources.

Email/Web Protection

ProAct migrated email and spam filtering to Microsoft 365. Email encryption is being performed by Microsoft 365 Message Encryption since July 2023.

Website

The ProAct website is updated continuously with news and upcoming events. ProAct is continually in the process of adding data and information to increase traffic and visibility. Data updates and maintenance of the website are being accomplished by ProAct and an outside marketing vendor. A new website was developed and implemented in the fall of 2024.

Go Daddy is the domain registrar, and WordPress is the web hosting content management system (CMS). Formstack is used for application forms and misc. forms.

System Backup

Veeam Backup & Replication is used to backup servers for Eagan and Red Wing. It is installed on a non-domain joined server in accordance with best practices. Onsite backups for the Eagan servers are being backed up to a Synology NAS configured in a RAID array. Critical servers are replicated to Red Wing. Red Wing servers are backed up to the RAID array located in Eagan. Offsite backups are handled by offloading from Eagan to Red Wing and Red Wing is offloaded to Eagan. Whether or not backups complete successfully is monitored daily by StarTech engineering.

Auditing

ProAct maintains the ability to track any and all changes to their Active Directory and server files through the utilization of Netwrix Auditing software.



ProAct, Inc. Technology Plan for 2025-2026



Security Awareness Training

In March 2025, ProAct implemented a security awareness training program with KnowBe4, administered by StarTech. All users are enrolled in the Security Awareness Training. This program includes an initial assessment and training. Throughout the year, KnowBe4 will send simulated phishing emails to staff to test their knowledge. If the staff click on links and/or open attachments in these phishing emails, they will be assigned more training by KnowBe4.

Disaster Recovery Plan

ProAct has a formal Disaster Recovery Plan and a Disaster Recovery Procedure. The disaster recovery test was successfully completed in January 2025. The disaster recovery test will be performed annually. ProAct also has redundancies built into their network. Red Wing's and Eagan's servers replicate daily; in the event that one site should experience a disaster or a critical failure, downtime would be minimized.

Internal Technology

ProAct has the following software that is used:

Traverse (accounting/payroll), Trailblazer (donations), Vertex (client based for attendance/billing/case management), On Time Web (staff attendance). Star Tech developed software for production bidding and billing. We also utilize; MS Suite, Adobe, Zoom, Survey Monkey, Formstack, Go Daddy, WordPress, DocuSign.

ProAct Global Application is "read only" for historical data as of January 2025.

Purchased Software

StarTech is contracted to implement FlexSupport Structured Technology Management (STM) to handle the installation and updating of ancillary programs. It is also used as a network inventory and reporting tool and allows IT support to remotely access most PCs connected to the ProAct network. Veeam Backup and Replication is used to backup both ESXi hosts. Netwrix Auditor is used to audit the servers and changes made to them for HIPAA purposes.

Contractual Relationships

An ongoing contractual relationship is being maintained with an IT consulting company named StarTech, Inc. located in Red Wing, MN. This company continues to provide technical support for all ProAct locations.

Separate support is contracted for other used software such as Traverse, On-time Web, Trailblazer, and other software programs.



ProAct, Inc. Technology Plan for 2025-2026



Presentation Center

The presentation center in the main conference rooms in Eagan, Red Wing and Shakopee are used extensively by ProAct staff for training videos, CPR training, programs, various presentations, and meetings.

Future Planning

1. Upgrade all non-Unifi switches across all locations. Pricing for this is included in the "Switches" and "Hardware Lifecycles" section.
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ProAct, Inc. Technology Plan for 2025-2026



Annual IT Cost

StarTech

Flex net contracted hours	480
Monthly FlexNet amount due	48,000.00
VMWare - 12 months	-
Sonic Wall – Eagan	-
Sonic Wall - Hudson	-
Sonic Wall - Red Wing (1 yr license)	2,800.00
Sonic Wall - Shakopee	-
Vulnerability Scanning	27,048.00
Eagan Server (Estimate)	40,000.00
Red Wing Server (Estimate)	40,000.00
KnowBe4 Security Awareness Training (160 ppl)	3,992.00
MISC IT needs	665.00
Star Tech Totals	162,505.00

Hardware

10 new hires/ replacement laptops/desk top	48,000.00
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IT Contract Cost

Annual

Adobe - on - cc renews 1/14/26	2,040.00
C&S Website mgmt	3,600.00
Constant contact (9/27/24-9/26/25)	999.00
DELL-SAN ext service (\$3313-3 yr to 4/25/26)	1,104.00
DocuSign(6420/yr 8/1/24-7/31/26)	6,420.00
Formstack (online apps-JFL-cc 321/yr-7/8/24-7/7/25)	350.00
Go Daddy (4 parts-auto renew-OK per Colin-JFL-cc)	700.00
Microsoft - on credit card	10,200.00
Netwrix (3836/yr until 3/1/2026)request invoice Feb	3,836.00
Survey Monkey (AB-cc \$468/yr 2/24/25-2/23/26)	468.00
Trailblazer (AB-invoice-1499/yr 4/3/25-4/2/26)	1,500.00
Traverse (19800/yr 2/1/25-1/31/26)	19,800.00
Vertex (\$5040/month)	60,480.00
Word Press Engine (AB-cc 3/18/25-3/17/26)	1150.00
ZOOM (JFL-cc 2848/yr 4/9/25-4/8/26)	2,848.00
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IT Contract Total

115,495.00

326,000.00

Budget for IT 2025-2026

326,000.00



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Hardware Lifecycle Schedule – Future Planning

Replacement	2025-2026	2026-2027	2027-2028	2028-2029
Firewall / UTM/Sonic Wall				
New Sonic walls come with a 2-year license. License must be renewed annually after 2 years.				
Eagan (Wall & License)	X	X	X	X
License renewal – Eagan	X	4000.00	4000.00	4000.00
Red Wing (Wall & License)	X	X	X	5585.00
License renewal – Red Wing	2800.00	2800.00	2800.00	X
Shakopee (Wall & License)	X	2105.00	X	X
License renewal – Shakopee	X	X	X	970.00
Hudson (Wall & License)	X	X	X	2105.00
License renewal – Hudson	X	882.00	882.00	X
Servers Eagan/RedWing	80,000.00			
Network Switches (Every 7 years)				
Eagan		4,677.00		
Red Wing		4,677.00		
Shakopee		1,559.00		
Synology NAS (Every 5-6 years)				
TOTAL	82,800.00	20,700.00	7,682.00	12,660.00



2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)

ARCHITECTURAL BARRIERS									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	Red Wing exterior wall bowing in the south conference room area fixed as of 6/30/25 resulting in additional interior work to make the space usable for participants. Cause re-routing, reduction in space	1	Dry wall, paint, flooring, electrical repairs and updates	\$50,000	ProAct Capital	6/30/26	Judie Foster-Lupkin, Justin Simmons, Gloria Solsaa		Repairs will be combined with additional barrier changes
2	Inefficient flow and use of space in Red Wing. Aging and damaged flooring.	1	Classrooms are being re-designed – opening walls for better flow. Building a new classroom for arts/crafts. Adding walls to make a leisure center and sensory room. Replace/repair flooring	\$450,000	ProAct Capital	6/30/26	Judie Foster-Lupkin, Justin Simmons, Gloria Solsaa		
3	The Shakopee site has to move out of its current site.	3	Finding an appropriate building and moving the program. Work on improvements needed for the new building. Communication with staff, participants and families on timelines. Ensure transportation will work in the new space.	\$ 6 –7 Million	ProAct Capital	Unknown	Judie Foster-Lupkin, Doug Cowles, Ali Brown		Current lessor has requested ProAct to move so they can occupy space with their own program needs.

Location Specific:
 E – Eagan
 H – Hudson
 R – Red Wing
 S – Shakopee

Priority Definitions:
 1-FY 25-26
 2-FY 26-27
 3-Not yet known



2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)

ENVIRONMENTAL BARRIERS									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	Inconsistent heat and cooling zones in Eagan and Red Wing	1	Installation of 75-F system-an environmental stabilizing solution for heat/cool during occupancy and cost savings when building in not occupied	\$125,000	ProAct Capital	09/30/25	Judie Foster-Lupkin, Justin Simmons, Stephanie Skordahl	07/31/25	The project has been completed as of 07/31/25. We hope to see a reduction in our electric bill with being able to alter the scheduling of the system and regulate the temperatures.
2	Noise level during construction in RW	1	Participants will be strategically moved throughout the building during construction to limit noise and disruption	N/A		6/30/26	Gloria Solsaa, Justin Simmons		Additional space in the building can be used on a temporary basis for additional classroom settings.

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2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)



ATTITUDINAL									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	Due to stigma and awareness of disabilities in the community, ProAct will continue community education – viewpoint, social media, etc. Public speaking at local events. Inviting legislators and community members to ProAct events.	1	An open house will be held for a “pre” viewing of the Viewpoint with Dennis Quaid video in June. It will also go out in newsletters and on social media. There are events that the Leadership Team will attend and have opportunity to present on ProAct.	\$5,000	Operations	06/30/26	Leadership Team		June was the “pre” viewing of the Viewpoint. 2 legislative representatives attended. Links to the video posted on social media and in the newsletter. Educational events will be attended – Chamber, school district, job fairs. Legislators and community members are invited to our annual summer food truck event.
2	Unknown changes in State and Federal legislative/funding/governmental activities.	1	Attend events that are directed to legislative and funding changes	\$3,000	Operations	06/30/26	Leadership Team		Disability Day at the Capital, MOHR conferences, emails for “call to action” by disability groups (MOHR, ANCOR) and attending funding agency events (VR, Counties)

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2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)

FINANCIAL BARRIERS									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	Proposed reduction in Medicaid (Federal and State)	2	Strategic planning internally. Working with MOHR and legislative body for standardizing rates.	Unknown	State/ County/ Federal funds	6/30/27	Judie Foster-Lupkin, Doug Cowles, Anna Shields		Continual evaluation of programs, staffing and capacity
2	Proposed limitations in IHS funding rules (6 hours per day, 3 consecutive hours, etc.)	1	Advocate for IHS service flexibility (both staff and participants). Schedule services in 3 hours blocks when possible. Build up remote services outside of three-hour blocks	Unknown	Federal/ State funds	1/1/26 (scheduled start)	Anna Shields, Kim Lepper		Currently IHS maximum hours are 16 a day, proposed change to 3 hours at a time, 6 hours a day maximum starting 1/1/26
3	Reduction in VRS referrals due to MN state budget shortfall	3	More waiver referrals. Evaluate staffing based on services need. Explore grant opportunities. Request higher rates in the next contract.	Unknown	State funds, grant funds	6/30/26	Anna Shields, RaeAnn Knutson		Program evaluation at the end of the year. Looking at billing, case loads, and the overall program. Evaluate from year to year.

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2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)



EMPLOYMENT BARRIERS									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	Services needed for participants to maintain their employment.	1	1:1 ESS job coaching	\$56,000	Operations	6/30/26	Anna Shields		1 FT staff at \$20/hour plus 35% benefit allowance
2	Participant employment outside the M-F normal work hours	1	Hiring ESS staff for evenings and weekends.	\$56,000	Operations	6/30/26	Anna Shields		1 FTE based on need - \$20/hour plus 35% benefit allowance
3	Limited employment opportunities in rural areas	1	Providing EDS/ESS services in rural areas	\$75,000	DEED grant - \$49,000 Operations 26,000	6/30/26	Anna Shields		Grant goes until 6/30/26. Request was for 2 staff
4	Participants losing funding due to inconsistent funding streams resulting in service interruptions, such as lapses in Medical Assistance (MA) coverage which delay waiver eligibility and prevent providing and billing for employment services.	1	Research short-term bridge funding through grants to support continued service delivery during funding lapses.	Unknown	Workforce development grants	06/30/26	Anna Shields		Participants losing services based on MA funding lapse. Unknown as to what's available and will research other funding.

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2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)

COMMUNICATION BARRIERS									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	The general public is not educated on ProAct, ProAct's services, and disabilities in general.	1	Community outreach, speaking engagements, general publications	No additional cost	Operations	6/30/26	Leadership Team and K2 Marketing Firm		We will try to expand outreach to general public vs. the disability community.
2	Separate program and locations not always getting current and timely information.	1	Continual updates on programmatic and organizational changes/news via email, newsletters, updates in meetings	No additional cost	Operations	6/30/26	Leadership Team, Program Managers, and K2 Marketing Firm		

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2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)

TECHNOLOGY BARRIERS									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	Some staff members are not proficient in technology – Vertex, Outlook, DocuSign, Zoom, Excel, etc.	1	Create training videos, live or prerecorded, to share with staff for educational purposes.	No additional cost	Operations	6/30/26	Judie Foster-Lupkin, Jessie Gruber, and assigned personnel		
2	New Shakopee building technology needs, set-up as a new location.	1	Assess technology needs, purchase equipment, installation and testing.	\$50,000 - \$75,000	Capitol	12/31/25	Judie Foster-Lupkin, Terry Otto, Star Tech		

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2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)

TRANSPORTATION BARRIERS									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	Need more vehicles for program needs, especially IHS and ESS.	1	Additional vehicles will be purchased to combine with our current fleet	\$100,000	Capitol	9/30/25	Judie Foster-Lupkin, Jane Snyder	8/15/25	We will work internally to determine the best fit for scheduling purchases of new vehicles as we retire older vehicles.
2	Public transportation for individuals with disabilities is nearing capacity, can be expensive, can be unreliable or unavailable (times and locations).	1	Communication with the partnerships to find solutions	Included in operational budget	Operations	6/30/26	Jane Snyder, Gloria Solsaa, Ali Brown, Anna Shields		Concerns with both DSS and employment with particular difficulty in rural areas.

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2025-2026

Barrier Removal and Accessibility Plan (CARF – 1-L)

COMMUNITY INTREGRATION									
#	IDENTIFIED BARRIER	PRIORITY	SOLUTION	COST	FUNDING SOURCE	DATE DUE	PERSON RESPONSIBLE	DATE COMPLETED	COMMENTS
1	Transportation for non-ambulatory participants can be difficult. In addition, many places in the community can be difficult to access for non-ambulatory participants.	1	Expanded use of public transportation with capacity for non-ambulatory participants. Also, expanding opportunities to bring programs and activities from the community into ProAct.	No additional cost	Operations	6/30/26	Jane Snyder, Ali Brown, Gloria Solsaa, Steph Osman		
2	At times and at certain places, individuals with disabilities are unwelcome in the community due to perceptions/ behaviors/ hygiene/ education	1	Expand partnerships with area businesses that are welcoming, and look for opportunities to educate new businesses	No additional cost	Operations	6/30/26	Doug Cowles, Anna Shields		

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Risk Management Plan FY26

Section	Initiated	Last Update	Last Review	Related Policy	Page
Organization	January 2025	July 2025	July 2025	110	1 of 2

Items for evaluation for potential loss exposure:

- Insurance
 - General Liability
 - Professional Liability (including Directors and Officers)
 - Employment Liability
- Property / Vehicle Loss
- Contracts
 - Leases
 - Contracts with others
 - Vendor agreements
- Reputation
 - Good standing business practices
 - Marketing
- Loss Prevention
 - Regular reviews of risk
 - Responsive to repairs and maintenance
- Financial
 - Annual Audit
 - Internal Controls
- Licensing requirements and conformance with regulations / accreditation
 - State and Federal laws
 - Employment laws
 - CARF

The risk evaluation is not limited to items listed above but used as a guide.

These goals and objectives include:

- To avoid exposure to accidental loss by not undertaking functions, contracts, programs, or activities where the potential loss is greater than the potential benefit to be derived from these undertakings.
- To prevent loss by identifying loss exposures and implementing policies and procedures to reduce the risk of these losses occurring.
- To control losses that do occur by:
 - assisting and supporting injured parties,
 - developing contingency plans for possible loss scenarios; and
 - properly documenting and investigating losses.
 - regular safety reviews
- To determine the most cost-effective balance of different risk financing tools.

- To raise the awareness of all management, employees, volunteers, and members/participants/customers concerning risk management within our organization.

These goals and objectives will be accomplished by:

- Board meetings with representatives from the appropriate department heads, whose responsibilities will be to implement, monitor, evaluate and revise plans to achieve our goals and objectives.
- Risk management will be a discussion at meetings throughout the organization on a regular basis.

2025 Year in review summary

The senior management team will review the areas of risk and report to the board for feedback, ideas, governance direction and guidance.

- **Insurance**

The general liability, property, directors and officers, employment, cyber, and workmen's compensation renews in July. The insurance limitations, deductibles and coverage were reviewed. Property, content coverage and autos were adjusted as needed and checked for accuracy. The insurance rate increase was 12% for the upcoming year. No increase in workers' compensation.

- **Property / Vehicle Loss**

Any losses incurred were reviewed in June to look for trends. No trends were identified. Coverages were reviewed for each location taking into consideration any improvements, selling of equipment and/or vehicles.

- **Contracts**

Contracts, leases and vendors were reviewed for accuracy, changes needed, and any adjustments were made. Normal rate increases by vendors were seen. These reviews occurred in May to start the new year in July.

- **Reputation**

ProAct is seen as a highly reputable company with innovative programming and quality service. Feedback from parents, participants, staff, government entities and the general public have been very positive. ProAct meets with our marketing team monthly to work on communication to the general community. ProAct's website was updated in 2025 as well. Comments have been received on the contents of our site newsletters as being informative and uplifting. ProAct will have a 5-minute segment on PBS/Viewpoint with Dennis Quaid looking at the disability community and the services ProAct provides.

- **Loss Prevention**

The safety committee does a monthly walk-through to look for any repairs and maintenance needed. Immediate safety concerns were corrected at the time. Both Building and Ground Coordinators have scheduled proactive maintenance lists to remain on top of annual projects.

- Financial

The annual audit begins at the end of the fiscal year on June 30th. The Financial Director starts to prepare with the auditors in July, and the auditors conduct a site review looking at specific records in August. After the conclusion of the audit, it is presented to the Board of Directors in October. There is also an audit for the Extended Employment billing records required by the state. This will be presented along with the annual audit to the Board in October.

- Licensing requirements and conformance with regulations / accreditation

ProAct is in compliance with all applicable laws and regulations. CARF review was completed in September 2024. DHS does periodic reviews based on state schedules. ProAct is scheduled to be reviewed by WI DHS in August of 2025. State and Federal laws are reviewed by the executive team when there are any updates. Human Resources stays on top of any change in employment laws. The Corporate Compliance Report is presented to the Board once a year as well as the annual Grievance Report.

Upcoming possible future risks to be aware of:

Political events and change in leadership at all levels of government.

Implications of the new paid family leave act in Minnesota starting January 2026.

Health insurance increases and how to absorb those.

Property insurance is going up consistently.

ProAct plans to buy a new site in Shakopee in the next year.

Cultural Competency Plan

Section	Initiated	Last Update	Last Review	Related Policy/Form	Page
Organization	June 2022	July 2025	July 2025		1 of 3

July 2025 – June 2026

Applicable to all ProAct employees:

This plan is designed to identify areas of commonality and develop ways to reduce or better understand differences. The plan will be reviewed annually and revised as needed in order to enhance and enrich the skills, knowledge, and attitudes of participants, stakeholders and staff members.

ProAct's cultural competency, diversity, and inclusion plan has been established to provide a framework for the provision of quality services to all participants, staff, and stakeholders regardless of differences in beliefs, values, ethnicities, cultural backgrounds, behaviors, language or communication style, income status or social skills. All participants will be treated with respect and dignity and provided with culturally sensitive services.

Consistent with the mission, vision, and values of ProAct Inc. we are actively committed to fostering diversity, inclusion, and cultural competency. ProAct Inc. will provide the following to assure sensitivity, demonstrate accommodation, and cultural competency in working with individuals from diverse cultural groups:

- Recognizes and understands that cultural issues are not limited to ethnicity considerations, but may also include religious, language, rituals, proximity preferences, sexuality, disability, rural or other issues.
- Value differences and support an environment free of all forms of discrimination, including harassment (sexual, religious or cultural).
- We will communicate, cooperate and collaborate with people in the most efficient way possible to accommodate an individual's cultural needs.
- Information will be collected on the cultural needs of participants and the communities they live in and will be used to adequately address identified cultural needs.
- ProAct understands employees from diverse backgrounds can bring a different perspective to the workplace, therefore, we will strive to develop a diverse workforce that reflects the communities we serve.
- ProAct will conduct annual cultural diversity/competency training.

Discrimination is a violation of state/federal civil rights laws, including Title VII of the Civil Rights Act, the Americans with Disabilities Act and the Age Discrimination in Employment Act. ProAct Inc. is committed to providing a workplace free from discrimination and harassment.

If anyone believes that they are a target of behavior that violates this plan or is witness to such conduct, they have the right to follow the complaint resolution procedure as outlined in ProAct's Employee Handbook.

Plan of Action

As an organization we strive to raise awareness of culture and diversity by recognizing the need for on-going training, dialogue, feedback and input from participants, employees and stakeholders. It is important all employees are involved in making ProAct a culturally aware and sensitive environment to all individuals we encounter.

ProAct Inc. is committed to developing and improving our Cultural Competency, Diversity, and Inclusion plan. We will use self-examination as we develop this plan, and we will ensure the following are incorporated:

1. Use the assistance of professionals and community resources who have cultural expertise.
2. Ensure all employees participate in cultural competency and diversity activities and training.
3. There will be consideration of diversity and inclusion during person centered planning for participants.
4. There will be consideration of diversity and inclusion in organizational plans, work force recruitment, board member selections, and community outreach.

Goal #1:

Provide cultural diversity training annually to build competency of all employees:

- All staff will receive training at least annually on cultural diversity.
- Responsible parties: Human Resources, Administrative Coordinator, all Supervisors
- Timeframe: Onboarding/Annual/on-going

Analysis of goal in previous year: All staff do modules of online training regarding diversity and cultural competency upon hire and annually thereafter.

Goal #2:

Periodically review/update training information and resources for cultural competence training to ensure their relevance for culturally specific programs and services.

- Responsible parties: Human Resources, Administrative Coordinator, all Supervisors, DEI committee members
- Time frame: Annual/on-going

Analysis of goal in previous year: HR reviews protected classes and makes sure we are current in our definitions. Discussions in DEI committee meetings and program meetings to discuss current training information and resources to stay current on all training.

Goal #3:



Provide cultural diversity information to employees, participants and the general public.

- ProAct's Diversity, Equity and Inclusion (DEI) Committee focuses on educating staff in areas of culture, diversity and disability.

Monthly, a cultural and/or disability area is focused on, and information is distributed to staff.

- There will be at least one article featuring a culturally diverse topic in each internal and external newsletter published.

Responsible parties: The Public Relations Committee, Marketing Firm, Diversity, Equity and Inclusion (DEI) Committee

Timeframe: Quarterly

Analysis of goal in previous year: The DEI Committee highlights a disability and/or culture each month and educates the participants, staff, and stakeholders on that subject through e-mails, bulletin boards, newsletters, etc. Enrichment classes research specific disabilities and teach others everything they learn. ProAct celebrated cultural events like having a gay pride parade with staff and participants in June and each participant class engaging in reading books during disability book week in April and celebrating global diversity month with various activities in November.

Results from Cultural Competency Plan in FY2025:

ProAct celebrates diversity in many forms. There is annual cultural competency training with online education including a competency quiz. ProAct has an active DEI committee that works monthly and celebrates a different cultural group or disability each month. There are e-mails, bulletin boards, events and celebrations that come from the DEI committee. ProAct members are always learning and trying to update their cultural competency and learn about diversity from many different methods. ProAct employs a wide variety of staff and through team members working together they are able to share background information about themselves.

In addition to internal training, staff participated in community-based cultural competency training. For example, Vocational Rehabilitation Community Learning Connections offered a training in January 2025 on working with individuals who are Deaf, DeafBlind, or Hard of Hearing. The session, also made available as a recording, covered hearing and vision loss, communication methods, daily life impacts, and available support services.

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025



“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”

Performance Management and Improvement Plan

July 1st, 2024- June 30th, 2025

ProAct’s plan is to develop and maintain a performance management and improvement report that will collect and summarize information for analysis on an annual basis. This report will assist ProAct in describing quality services that meet the needs of participants in developing and fulfilling their person-centered plans.

Program Outcome Reporting Procedure:

Overview

The performance management and improvement plan is designed to provide a compilation of data for use in analyzing organizational effectiveness and identifying areas needing change or improvement. The report includes progress on goal attainment, rationale, and action plans if performance falls below an acceptable level. Satisfaction survey results will be included as a part of the report. All information is reviewed annually with staff members, participants, leadership staff, and the board of directors.

Outcome Measurement Goal

To assist ProAct in its provision of services by:

- A. Increasing the positive results achieved and satisfaction of participants by ProAct,
- B. Improve response to changing needs, laws, rules, and desires of participants,
- C. Increase the access, effectiveness, efficiency, and satisfaction of the service delivery system,
- D. Measure progress on the strategic plan.

Design And Data Collection

Data is collected monthly and analyzed at least annually, primarily from the following sources:

ProAct’s information system

Monthly program outcome tracking

Service authorization tracking.

Input from staff members, participants, and satisfaction survey responses.

Monthly financial summaries

Services: Applying for Accreditation

The services for which we seek continuing accreditation are:

Assessment (Employment Planning Services - Facilitated by EDS staff for all sites)

Community Employment – Individual and Group (Community Employment – Employment Supports and Job Development - Facilitated by Eagan, Shakopee, and Red Wing staff)

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

Day Support Services - Community Exploration and Inclusion (Community Integration - Eagan, Hudson, Red Wing, Shakopee)

Staff members are responsible for collecting data which is used to analyze and report the results of this goal-directed activity, measure changes that are made where needed and develop action plans where effectiveness, efficiency, access, and satisfaction need improvement. Data collected must be reliable, valid, complete, and accurate so that decisions made based on this data are consistent and supported by evidence. This outcome reporting system is one component of a performance measurement and management system that is focused on performance targets directly impacting participants but also flowing from strategic goal planning, satisfaction of participants, and business objectives.

Input Of Participants

ProAct's procedure for input includes mechanisms to obtain, review and respond to input from participants, parents, guardians, other team members and other stakeholders as well as employers. Satisfaction information will be collected in a manner to meet the needs of all participants/employers/customers and other stakeholders. This information will be analyzed, responded to as needed and included in the performance management and improvement report.

1. Stakeholders will be asked to complete a survey on an annual basis. This can be accomplished through a computerized survey, on paper or in a face-to-face conversation, including at a team meeting, as needed.
2. Employers (production floor, enclave and/or individual) will be surveyed on an annual basis, or more frequently as needed, by means of computerized annual surveys, in person or with phone interviews to obtain satisfaction information.
3. Any person who is participating in services for at least six months will have an exit interview completed by the appropriate staff member at the time of his/her discharge. If this is not possible, a follow-up form or a phone call will be conducted after discharge to obtain satisfaction/progress information. This information will be documented in the discharge summary.
4. Members of the Leadership Team will meet and review responses and recommendations from the surveys on an annual basis. This information will be shared with staff members, the participant advisory committee members and is available upon request for interested people.

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

Outcome Management Report
Strategic Plan

ProAct's performance management and improvement system is based on strategic goals that flow from our 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". To achieve these goals, ProAct will:

- Support relevant person-centered services for people with disabilities by providing day programs, training, and work to remove barriers to employment.
- Develop and operate business services to support mission.
- Preserve organizational agility and vitality to achieve desired outcomes.
- Inform and influence our external environment to improve the lives of people with disabilities, and our ability to provide them with quality services.

ProAct has developed services with which we seek not only to meet the needs of participants, but to demonstrate in a fashion that can be measured, the progress made by participants in those services. ProAct's philosophy and practice incorporate the principles of person-centered thinking, using the practices of positive supports, encouragement, modeling, and experiential learning.

Other goals that flow from our strategic plan include:

Enhance the participant experience.

- Administer a participant survey in different methods.
- Evaluate opportunities for participant work including group employment and employment training on our production floor.

Create a culture of "ProAct as One".

- Create a marketing plan and brand strategy.
- Create common procedures, practices, and systems to use across the organization.
- Implement a plan for the uniform use of technology across the organization.
- Create a committee to identify group employee activities to foster comradery.

Create a satisfied and cohesive workforce with clear, open and honest communication.

- Create a schedule of surveys for periodic feedback from employees.
- Create a plan for systematic events for fun and appreciation for all employees.

Create operational efficiencies.

- Evaluate and implement a technology strategy.
- Evaluate the vehicle fleet.
- Create a succession plan.

Create Community engagement.

- Create training for the employees around community engagement.
- Determine how to increase engagement with families and participants.

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

Satisfaction Information: What do Participants and Stakeholders Think about ProAct?
Stakeholder Surveys - All Sites

Annually ProAct conducts a Stakeholder survey comprised of funding sources, participants, case managers and family members; as well as an Employer survey comprised of production center and community-based business customers. The feedback compiled is distributed to agency leadership for review and to assess potential changes to programming, etc.

Service Location Stakeholder Survey/Number Responding

Eagan	31%
Red Wing	28%
Shakopee	38%
Hudson	4%
TOTAL	370

The breakdown of respondents is as follows: 81% participants, 2% case managers, 1% residential providers, 8% family members, 6% guardians and 2% other.

- 97% of those surveyed feel totally satisfied with the services they receive at ProAct
- 99% of those surveyed feel as though ProAct maintained consistent communications with its stakeholders.
- 94% of those served feel as though ProAct services suit the needs and desires of those served.

Comments from the survey:

- Thank you for helping me to get up early, and just enjoy life
- Staff and coordinators make me feel like I am important. Leaders and staff are always friendly, helpful and involved
- Our daughter attends ProAct in Shakopee. The staff are AMAZING!
- I appreciate EVERYTHING ProAct does to create meaningful opportunities for clients to enjoy their time together while learning and participating in activities that bring them joy and learning - thank you!!! They do a great job!!
- I love it here. People are really helpful. Proact always surprises me with some fun new ideas/activities for this family member. Most of all "being part of the Proact routine" is such an underlying support for daily life enjoyment/self-confidence. Thank you for all the time, effort, and work that you provide to assist with each individual!!
- Your creativity in services is superb! They do a GREAT JOB!!
- Please continue getting ProAct day participants out into the community - it is so good for all involved and the world (but I know it is a lot of work!).

Survey Summary/Action Plan:

We are grateful for the support of our stakeholders. The comments received in the surveys will help us as we move into FY 2026 with its new set of challenges and changes. Our goal is to continue to enhance existing programming while we design new programming and services to help move participants forward. The survey and comments were very positive. ProAct addresses any comments or suggestions for improvement, individually and specifically. There weren't any overarching themes for change.

**Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025**

Employer Partner Survey – All Sites

Seven employer partners responded to the on-line survey. Three of those responding directly hire ProAct participants, one is an enclave partner, and three utilize ProAct's Production and Business Services.

- 88% of those surveyed feel the quality, workplace behaviors, motivation and performance level of the workers is at or above average.
- 100% of those surveyed feel the ProAct staff is always professional and responsive.

Staff Training

For all staff members at all sites, ProAct will continue to facilitate Person Centered and Positive Support Rule Training, Autism Spectrum Disorder Training, Workplace Violence and Harassment Training, Americans With Disabilities Act (ADA), Bloodborne Pathogens, Code of Ethics, Rights of Participant, Data Practices/HIPAA, Diversity Training, Emergency Procedures: Fire, Natural Disasters, Bomb Threats, Armed Intruder, Utility Failures, Incident/Accident/Seizure Reports & Procedures, Program Abuse Prevention Plans and Vulnerable Adult/ Reporting Procedure among others. In addition, we are doing Diversity, Equity and Inclusion training every month and a weekly training on different disabilities in program meetings.

Employees continued to keep up with all mandatory on-line training. First Aid/CPR, and medication administration training was provided as needed. In addition, staff attend external trainings by MN DHS, Dakota County, Star Services, and other outside agencies.

Leadership

Program leadership continued to meet with staff regularly to discuss changes to policies/procedures, strategic planning and to get feedback from staff regarding issues related to serving participants. This feedback was then brought to the Managers and Senior Leadership team meetings to discuss further and to make changes as needed. Updates were shared at all staff meetings and during Managers' team meetings as well. Clear communication and accountability of individual job performance continues to be a focus for staff members, while emphasizing job skills, job preparation, and following directions as a focus of work training efforts.

**Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025**

**Outcome Management Report
Individual Programs - All Locations**

**Community Integration Services
Eagan, Hudson, Red Wing, Shakopee**

Day Support Services provided enrichment classes, community integration – including volunteering, skill training, group craft projects, personal care services and/or skill training for participants. The general plan is to focus on community skills and volunteering as well as outings in the community. ProAct offers virtual/remote programs with enrichment classes provided online. Enrichment classes provide community outings as frequently as possible. ProAct tries to get at least 80% of the participants out in the community each month and has a variety of outings offered each week.

Numbers served in FY25 by location include:

- Eagan – 209
- Red Wing 121
- Shakopee – 139
- Hudson - 21

Employment Services – Eagan, Shakopee, and Red Wing

- **Employment Planning Services** (Assessment) is a program that serves participants coming to ProAct for help in identifying work for which they are suited – such participants may be transition students getting ready to leave school, when referred by DEED/Rehabilitation Services counselors; persons who can no longer perform their usual work due to a disability or injury, persons who are unemployed and need to acquire basic work skills, support preparing for a new career, or relearning lost skills. The purpose of this service is to assist individuals to learn about their options and to make informed choices about career options based on their preferences, strengths, abilities and needs. In most cases, the recommendations focus on competitive integrated employment and the level of support needed to achieve it. As a result, there has been an increased need to move participants directly to placement referrals, which have continued to rise during this reporting period.
- **Community Employment** (Group employment or Enclaves) has been viewed as a potential step toward independent employment and an effective way to hone skills desired by employers. Depending on location, classes and/or center-based skill training were provided to augment community employment. Our goal is that some of those individuals will move from group to individual employment during this period. Because that does not always happen naturally, we are continuing efforts to provide person-centered employment services, encourage individuals to seek individual employment with support to ease in the transition, if desired, and other innovative methods. In accord with our goal to promote independence and community integration, we assist participants to obtain or maintain individual jobs in the community as desired. Red Wing has two group employment sites. Eagan and Shakopee did not return to community employment enclaves that stopped during the pandemic. Eagan is starting to explore adding new enclaves again; currently there is only one small employment site (cleaning apartments) but the Eagan site will continue to explore additional options. Shakopee is concentrating on community integration enrichment classes and Employment Services.

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

- **Community Employment - Supported or Independent Employment (Employment Support Services and Employment Development Services).** ProAct's employment services staff members maintain a full schedule of business/employer contacts in the community to explain our services and promote the advantages of hiring persons with disabilities through our organization. Job coaching support is provided when requested/as needed, and a minimum of two follow-up visits per month are made to provide positive support for individuals in supported employment. In Eagan, Shakopee and Red Wing, the purpose of these services is to assist individuals to obtain integrated community employment at minimum wage or above. Depending on the needs and desires of participants, employment services can include the discovery process, job seeking skills training, career exploration and other services.
 - ProAct – 27 total placements in independent jobs in FY25

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

Employment Plan

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	Make a profit in the overall EDS program	Monthly surplus/deficit	1% profit	Finance Director	Monthly	Monthly financial report for the program	<1%
Effectiveness	Place participants into jobs within four months from program start of service	% of participants placed in first four months	80%	Program Manager	Monthly	Monthly program goals and outcomes	41%
Efficiency	Increase the number of hours billed in the overall EDS Program	Hours billed/month	500	Program Manager	Monthly	Participant hours and numbers breakdown	452
Access	Increase the number of Employment Planning participants	Number of new starts	30/year	Program Manager	Monthly	Monthly program goals and outcomes	28
Satisfaction	Increase participant satisfaction at ProAct	Satisfaction %	95%	Program Director	Annually	Annual survey results	96%

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

Employment Support

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	Make a profit in the overall ESS program	Monthly surplus/deficit	4% profit	Finance Director	Monthly	Monthly financial report for the program	>4%
Effectiveness	Red Wing participants will retain their independent job	% of RW participants retaining their job	97%	Program Manager	Monthly	Monthly program goals and outcomes	99%
Efficiency	Increase the number of ESS (waiver)hours billed	Hours billed/month	400/month	Program Manager	Monthly	Participant hours and numbers breakdown	531
Access	Increase the number of Eagan ESS participants	Number of new starts	25/year	Program Manager	Monthly	Monthly program goals and outcomes	24
Satisfaction	Increase participant satisfaction at ProAct	Satisfaction %	95%	Program Director	Annually	Annual survey results	97%

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

Job Development

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	Make a profit in the overall EDS program	Monthly surplus/deficit	1% profit	Finance Director	Monthly	Monthly financial report for the program	<1%
Effectiveness	Participants placed in jobs will retain their jobs	% of participants that retain jobs for 90 days	80%	Program Manager	Monthly	Monthly program goals and outcomes	80%
Efficiency	Increase the number of hours billed in the overall EDS program	Hours billed/month	500	Program Manager	Monthly	Participant hours and numbers breakdown	452
Access	Increase the number of EDS participants	Number of new starts	70/year	Program Manager	Monthly	Monthly program goals and outcomes	70
Satisfaction	Increase participant satisfaction at ProAct	Satisfaction %	95%	Program Director	Annually	Annual survey results	96%

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

Community Integration

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	Make a profit in the overall DSS program	Monthly surplus/deficit	6% profit	Finance Director	Monthly	Monthly financial report for the program	>6%
Effectiveness	ProAct will provide community-based enrichment classes to participants in CI in FY25	% of participants in classes in the community.	80%	Program Manager	Monthly	Monthly program goals and outcomes	76%
Efficiency	Increase the number of DSS hours billed at all sites	Hours billed/month	over 40,000 hours	Program Manager	Monthly	Participant hours and numbers breakdown	36,048
Access	Increase the number of DSS participants	Number of new starts	100	Program Manager	Monthly	Monthly program goals and outcomes	80
Satisfaction	Increase participant satisfaction at ProAct	Satisfaction %	95%	Program Director	Annually	Annual survey results	97%

Admin

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	ProAct will decrease its staff turnover rate	% of staff leaving ProAct	10%	HR Director	Annually	Payroll Records	27%

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

Action plan for goals not met in the Walker Grid:

Employment Plan – This program lost money in FY25. The Program Manager and Program Director have made plans to carefully track staff members hours and billable hours to make this a profitable program. The Employment Plan service did not make their goals to place participants in jobs within four months, increase the number of hours billed and increase the number of Planning participants. This program was not able to grow and expand like they had hoped. Much of this was due to MN VRS changing rules and generally trying to downsize their department. These issues trickled down to ProAct and made growth difficult in FY25

Employment Support – This program achieved all of their goals except Access which they missed by only 1 participant! Employment support was hoping to start 25 participants, and they started 24. In the next year, the ESS Program Managers will continue to market their programs and try to expand their growth.

Community Employment Services – Job Development - This program lost money in FY25. The Program Manager and Program Director have made plans to carefully track staff members hours and billable hours to make this a profitable program. The Employment Plan service did not make their goals to place participants in jobs within four months, increase the number of hours billed and increase the number of Planning participants. This program was not able to grow and expand like they had hoped. Much of this was due to MN VRS changing rules and generally trying to downsize their department. These issues trickled down to ProAct and made growth difficult in FY25

Community Integration – 76% of those served in Community Integration Programming received community-based services just missing the goal of 80%. One of the biggest items holding us back is transportation and we will continue to work with transportation companies to ensure as many community outings can go out as possible. Community Integration just missed its hours and new starts goal as well. These programs will continue to market their services to the community and continue to expand.

Supplemental Information:

Wage information from ProAct individual employment sites:

Highest wage-\$21/per hour

Average wage, \$15.39 per hour

Lowest wage, \$11.13 per hour

Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025

		ProAct Participants	%
GENDER			
	FEMALE	437	47%
	MALE	464	50%
	Other/Unknown	31	3%
	Total in program	933	100%
AGE			
	0-21	39	4%
	22-29	204	22%
	30-39	228	24%
	40-49	159	17%
	50-59	132	14%
	60-69	108	12%
	70+	31	3%
	Other/Unknown	32	3%
	Total in program	933	100%
RACE			
	Asian	30	2%
	Black	52	6%
	White	769	82%
	Hispanic	24	3%
	Native American	7	1%
	Unknown/Other	51	6%
	Total in program	933	100%
PRIMARY DISABILITY			
	Autism Spectrum Disorder	111	12%
	Cerebral Palsy	10	1%
	Mild Intellectual Disability	226	24%
	Moderate Intellectual Disability	208	22%
	Severe Intellectual Disability	38	4%
	Profound Intellectual Disability	5	0%
	Other/Unknown	335	36%
	Total in program	933	100%