



Celebrating

THE MANY FACES OF LBSA



LAURA BAKER SERVICES
ASSOCIATION

ANNUAL REPORT 2007



2007 Annual Report



Dear Friends,

We have the opportunity here in Northfield to see the faces of Laura Baker every day. We are happy to spread the opportunity to a wider audience through the pages of this annual report. What we cannot do, unfortunately, is show you those faces at the moment they see yours, which is always a gift when it happens to me. I may be shopping for groceries downtown and run into a small group from one of our community homes. When they see me in a place where they do not expect me, I always get a warm and excited greeting. Or even on the campus, where they may well expect to see me, warmth flows out to me whenever I stop to talk with a group of residents or staff. Living and working at Laura Baker, or with Laura Baker people, seems to be mostly good for folks. I think the pictures here will bear that out.

This is my twentieth year of active engagement with Laura Baker. In that many years there are some faces and memories that may not always buoy me up, but for the most part the people here have done just that. Thinking over those two decades, I think first of the men and women I have known who are no longer here who helped make us what we are today: generous donors, strong trustees, dedicated staff and volunteers, and the ones who bring us all here together, our friends for life who must bear the designation of "client." I will not attempt to list these men and women, but they are always part of the Laura Baker community for me. Many of you holding this report in your hands will have your own list. As much as I work for those who are with us today, I also work to carry the memory of those who have gone before us. The faces of Laura Baker are here in Northfield today, and they shine on us as well from times gone by.

In appreciation,

A handwritten signature in cursive script that reads "Robert Bonner".

Robert Bonner
President, LBSA Board of Trustees

Our mission is to respect the life choices and dreams of people with developmental disabilities and help them reach their goals.

Laura Baker Services is dedicated to dispelling the myths about people with developmental disabilities. We recognize the similarities among us all and strive to support our clients in the least intrusive way possible. We specialize in assisting people others have labeled as "difficult to serve." We have a special program to serve people with Prader Willi Syndrome.

Laura Baker laid the foundation for our work in 1897 when she located her residential program for people with developmental disabilities in Northfield. Her vision was clear — she saw a future that included more opportunities, education, and normal and productive lives for the people she supported. Her vision has been sustained for over 100 years by dedicated professionals who emulated her progressive spirit and her commitment to the service of others.





“Building Relationships is the Best Part of my Job ...”



Audrey Kieckhoefer wants you to know a couple of things. “If I were talking to a supporter, I would tell them that they make every day better, and it’s well-appreciated,” she says. Audrey is a senior residential counselor on the Margaret Graves I household on the Oak Street campus. She is 23 and has worked for us for two and a half years.

As an SRC, she helps all six clients in her household manage their money. When she started, she was surprised by how many “normal” activities clients enjoyed and how much they were capable of doing. Audrey is a mentor to new employees, and she mentions how important mentoring was to her in learning the difference between caregiving and caretaking. Since then, she has come to appreciate what each person has to offer — a sense of humor, sincerity, dedication and how much personality shines through in a non-verbal person. “I can come here every day and be part of something big. I know that I am doing something worthwhile,” she explains. “The best part of my job is building relationships. We all look forward to seeing each other, every day.”

Jerome has been with us since 1995 and is something of an icon on campus. He loves dressing up in church clothes, or like a clown or Batman. He has limited verbal ability, but his vocabulary has increased in the last couple of years. Audrey credits this to low staff turnover. “We have a group of people who understand what he’s saying most of the time, which helps build communication and has led to big steps for Jerome.” Jerome has started to go shopping, thanks to Audrey, who noted that his passion for celebrating his birthday could be turned into a way to get him into the community successfully. Jerome can now shop for snacks, birthday cake mix and other supplies. He celebrates his birthday a lot. Staff members note that he now is better able to apologize for bad manners and for outbursts. He also loves going to our new art workshops and creating art.





To My Fellow Villagers ...

I love Hillary Clinton's "It takes a village..." statement because it's a concept that acknowledges our need as human beings to be in a community and supporting one another. We all have something to give and we all have something to gain by working together. In fact, I'm raising my kids with that phrase etched in my brain, and am infinitely grateful to the friends, family members, babysitters, day care providers, teachers and other community members who have helped and are helping to make them who they are.

Every person, no matter his or her role, brings something unique and valuable to the community. Together we can learn and grow and support one another. We can touch the hands and faces and know that we are making a difference.

I recently had the privilege of listening to David Tiede, former president of Luther-Northwestern Seminary, speak about giving. He reminded all of us present that our organizations have donors because those donors want us to do good work. He cautioned that we be prepared for the answers if we ask the question, and encouraged us all the same to ask the question, "What is the good work you want us to do?"

In the spirit of "The Many Faces of LBSA," we have much to look forward to in 2008:

- Beginning our Family Support Services and serving our first families and kids.
- Creating the next phase of our organizational learning culture, including e-learning for staff members (and, someday, for families and others!).
- Working with a St. Olaf Honor House to spread disability awareness, and ensure that "the larger community" understands that people with disabilities are people first.
- Continuing the exceptional work we do at 211 Oak Street and in our community services.
- In a time of economic uncertainty for most, continuing to find creative ways to make do with what we have, and still ensure we are providing exceptional services.
- Advocating for the people we support and our direct support staff, who do so much for so little, to be remembered even as money is short.

I don't know how many times over the 25 years of my career at Laura Baker, particularly in those times when I have been in a leadership position, I have looked at the people around me and said, "We couldn't do it without each and every one of





you.” Having started by providing direct support here at LBSA, I’m not just paying lip service to a platitude. I *know* I couldn’t do what we do for everyone we do it for without each person who is a part of the Association as a staff member, a volunteer, a donor, a contractor or a community person who provides the same services to our 65 clients that he or she does to other community members.

We thank you for your support and friendship in 2007, and look forward to learning from you what the good work is that we can do in 2008 and beyond.

Sandi Gerdes
Executive Director

Music to His Ears

It’s no wonder **Richard Collman** and his wife chose to retire in Northfield. A retired United Methodist pastor, he likes college towns, music and being of service to others. He immediately joined the Arts and Culture Commission and met another LBSA volunteer, Gail Jones Hansen, who was organizing the auction for the Gala. He decided to donate a solid oak quilt rack.



In the meantime, Richard joined Rotary International and volunteered to be in charge of their weekly music program. It was there that his perfect pitch and piano skills caught the attention of LBSA Director of Community Relations Jane Fenton. So when he showed up with his quilt rack, she asked if he would be interested in becoming the accompanist for the LBSA Choir.

Richard has close friends who are raising a daughter with developmental disabilities and has seen firsthand their struggles. His previous position had included a partnership with a church that had an active music ministry for those with developmental disabilities, and he saw how tremendous the benefits could be. So he agreed! What was his motivation? “Need,” he replies. “Plus, I like to bring joy to people’s lives through music.”

High points of his year have included lots of hugs, the personal relationships he gets to be a part of and the “experience of having everyone clap for everyone, no matter what.”

He observes something that only a volunteer would know, “They have a profound appreciation of what other people bring. Just showing up is cause for celebration.”

LBSA Music Therapist Jennifer Pelletier says, “Richard has helped carpool when we have performed in the community, he has spent extra time recording accompaniments, and is musically flexible when changes need to be made to meet the choir’s needs. We are so grateful for Richard’s help and expertise!”

2007 Highlights and Accomplishments

Some of the highlights of the year include:

- Watching individual clients progress toward and succeed in reaching their own dreams and goals (easier for all of us to see because of our computer-based documentation system).
- Seeing the Laura Baker Choir reach 20 members and continue to grow.
- Receiving almost \$200,000 in donations in 2007, including almost \$6,000 in payroll deductions from our staff members.
- The continuing affirmation we receive from each of you, our community partners, our extended family, through your gifts of time and resources, your referrals, your ongoing support of the work we do.
- At the suggestion of a staff member, starting a special projects/artist-in-residence program, where clients will have the opportunity for one-on-one and group activities of all sorts, and staff will have the opportunity to share their hidden talents and passions.
- Our new DVD (if you haven't seen it yet, check it out on our web site).
- Beginning e-learning (computer-based training) for staff members (which someday may be available for wider use than staff members).
- Converting to a computer-based documentation system for staff members (which we hope to be able to open access to, for guardians and case managers, in the foreseeable future).
- Implementing story circles to help us gather the stories of the organization.
- Creating giving circles to help us expand our reach into communities where we don't currently have a presence.





- Finding a partner in Jim Rossow and Grandpa's Farm, and beginning the journey to open Family Support Services.
- A facelift for Laura Baker Center.
- Creating an intranet for staff communication.
- Providing Board training in donor cultivation to prepare for the continuation of our Capital Campaign.
- Providing regular leadership training opportunities for staff members.

Challenges this year included:

- Expecting and wanting continuous improvement in our services and supports without receiving additional dollars to provide those supports. Increases in our rates have all been directed to staff raises (which are critical to our success). They don't cover a 20% increase in the cost of food, rising gas costs, or the myriad increases passed on to us by suppliers and contractors facing their own increased costs.
- The opportunity to have a federal surveyor as a part of our annual ICF-MR inspection for the second time in seven years. This is always a learning opportunity.
- Learning how to say "no thank you" or "that's not something we will try."
- Wanting to teach the value of time and learning in the process that we need to recognize that time is limited.

As we head into 2008, we have selected three priority goal areas for the Association:

- 1) Continuing to improve our use of our computer-based documentation system, including ensuring staff members have the information they need to fully use it.
- 2) Creating and sustaining an organizational learning culture, including creating e-learning modules for staff training.
- 3) Opening Family Support Services and becoming fully operational.





The Spirit of Laura Baker Award

In 2007, **Deana Antley** won the Spirit of Laura Baker Award at the annual Employee Appreciation Banquet in April. This honor goes to the staff member who best demonstrates the mission, vision and values of the Association. Deana is loved by staff and clients for her gentle compassion and giving heart.

All it took was a phone call from a friend, 23 years ago, asking if she'd be interested in helping set up corporate daycare at Laura Baker Services. Deana agreed, enthusiastically. She says, "I love helping people and watching them grow."

From her daycare job, she moved on to direct care with clients. She discovered that she particularly enjoyed accompanying clients to medical appointments and was very good at it. "You have to listen real loud," she says, claiming this is the key to her success. Deana admires the courageousness of our clients. "Imagine if you had five words to communicate every day, for everything you wanted," she notes. "LBSA is good at supporting, and teaching and intuitively knowing when to pause."

Some of her accomplishments include helping a client go visit his mother's home in Alaska and supporting several clients through lengthy illnesses and treatments. She is generally a consistent source of knowledge and strength for staff, clients and their families. Her involvement on numerous special event committees over the years is extensive. Deana loves planning and organizing some of our annual events, like Dinner Theater, Summer Fun Day and Holiday Card Party.

Deana promotes a positive image to the broader community about what LBSA does. The peer recognition is very meaningful to her, but "knowing that I've made a difference in someone's life" is the larger reward for her.

Congratulations and thank you, Deana Antley.





A Remarkable Relationship

Dave Shumway is the president of **First National Bank of Northfield**, as was his father, Robert, before him. He remembers his dad talking about the times when Miss Laura Baker would come in to talk to the cashier, H.O. Dilley, and what would ensue was “a conversation between two strong-minded people.”

First National Bank and Laura Baker Services have had a relationship since 1897, when Miss Baker purchased the property to start her School for Nervous and Backward Children on Oak Street, armed mostly with a great idea and conviction.

One hundred eleven years later, the tradition of support for Laura Baker Services continues strongly. First National Bank has sponsored our Gala for the last 10 years. Each time we have a capital campaign, the bank is a major contributor. First National consistently participates in our golf tournament and sponsored it for many years.

In an era defined by fickle relationships and bottom-line profits, First National has remained a stalwart supporter. The bank supported LBSA through some of our toughest times financially. When asked why, Shumway replies simply, “You have a fantastic board. That really helps.”

Dave recalls fondly playing on the grounds of LBSA as a child and befriending many clients. His best friend’s backyard bordered LBSA. He also had a cousin with Down syndrome who lived at home her whole 60+ years, even though her family was told she wouldn’t live much past age 15. She was famous for giving huge hugs. “I learned at a young age that people with developmental disabilities were simply people like you and me,” he states.

His dad used to say that charity was like death and taxes — it was not avoidable and it was important to share. To this day, First National Bank of Northfield donates 6–10% of its pre-tax income each year. Most corporations brag about 3% in charitable donations.

We of Laura Baker salute First National Bank — an old and dear friend.

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Cathy Yandell & Mark McNeil
Lance Ziegler
Hans Zorn
Greg Zweber
Δ Mary Zweber

Matching Gift Companies

Ameriprise Financial

Linda Smith
Eric Stratton
Joan Thomas

First National Bank of Northfield

Theresa C. Fierst

Grainger

Matthew J. Gohr

Prudential Foundation

Michael E. Porterfield

Every effort has been made for accuracy in these lists. If you have been omitted, please accept our apology and contact us at 507-645-8866.

Thank You!



Volunteers

Katie Abbott
Melissa Abecasis
Bob Aby
Robin Andersen
Charles Anderson Weir
Chuck Anderson
Don Anderson
Eileen Anderson
Harry Anderson
Terri Anderson
De De Antley
Ralph Arneson
Robert Aylin
John Backstrom
Grace Bartlett
Bill Becker
Jim Beckett
Joel Beithon
Sharon Bennett
John Benninghoff
Allyson Bernstorff
Bryce Berry
Bethel Lutheran Church
Youth Group
Charles Betsey
Sheila & Jim Bird
Evan Boettcher
Paula Bonnell
Barbara Bonner
Bob Bonner
Sue Boxrud Schlichting
Mary Boyum
Shelley Brady
Shea Bratcher
Matt Arthur & the Bratlanders
Mike & Colleen Braucher
& Family
Cheryl Buck
Lyndi Buckingham
Barb Budd
Lauren Burkhart
Deb Carlson
Katie Carlson
Jonathan Carter
Chase, the pet therapy dog
Atticus Christensen
Rod Christensen
Richard Collman
Carol Cover
Richard Cover
Bill Cowles
Dick Dahlin
Meaghan Dahlke
John Daniels
Will Daniels
Dave Davison
Kelsey Donald
Katelyn Donisch
Linda J. Dorn
Gene Drentlaw
Mark Dubach
Wayne Eddy
John Elk
Chris Ellison
Alex Evangelides
Jane Fenton
Ken Fineran
Gene Finger
Margaret Frandsen
Deborah Frangquist
Mandy Frank

Elizabeth Fredrick
Chris Furlanetto
Judy Gaskell
Alex Gerdes
Daniel Gerdes
David & Shari Gerdes & Family
Sandra Gerdes
Frank Gery
Robert Geyer
Terry Gilbertson
Hannah Gillmer
Tracy Giza
Laura Glasebrook
James Gleason
Richard Goodwin
Helen Grant
Elizabeth Gray
Erika Greiner
Alison Haider
Bob Haider
Edgar Hall
David Halsor
Patricia Halsor
Lori Halvorsen
Jon Halvorson
Jeannie Hammond
Gail Jones Hansen
Brady Hanson
Elise Hanson
Lori Hanson & Family
Tim Hanson
Allyson Harris
Hal Hart
Terry Hart
Bob Harter
Bryan Haugen
Laura Haugen
Lindsay Hayes
Will Healy
Mike Hero
Dorothy Hiestand
Theo Hofernring
Chris Huber
Chase Huey
Kari Hughes
Amy Hutton
Jack Huus
Molly Jacobson
Lee Jefferson
Amy Johnson
Anna Johnson
Pat Johnson
Larry Jones
Jodie Jordan
Mike Jordan
Lisa Karsten
Sarah Kashawny
Jeff Keiser
Steve Kelly
Brent Kivell
Becca Klaetsch
Gerhard Knutson
Doug Kriesel
Dianne Kyte
Jake Lambers
Steven Landkamer
Stephanie Larson
Greg Lee
Kate Leger
John Lemly
Kate Lichti

Carolyn Link
Burdett Loomis
Mary Lorang
Rich Lorang
Sam Lorang
Virginia Lorang
Zach Lorang
Bob Lorenz
Sally Lorenz
Jaun Lumi
Anne Lundstrom
Ed Lundstrom
Ted Lutz
Barbara Madger
Jim Madger
Maggie, the pet therapy dog
Arlen Malecha
Rachel Malecha
Russ Margulies
Cliff Martin
Gary Martin
Montie Martin
Bonnie Martinson
Jenna McBride
Janet McCorkell
Michaela McLaughlin
Emily Meddaugh
Sarah Meyer
Robert L. Miller
Eleanor Monohon
Nancy Morehouse
John Munnings
Raylene Natwick
Meagan Nishi
David Nitz
Sara Nobbs
Northfield Public Library
Northfield Service Learning Class
Northfield Varsity Hockey Team
Sue Odette
Douglas Olsen
Eric Olson
Dean Ostlie
Mark Pagel
Phil Parsons
Patch, the pet therapy dog
Jeanne Paulson
Peter Paulson
Aggie Pavek
Jim & Sue Pokorney & Family
Mary Jane Polzin
Connie Posch
Thomas Posch
Mark Pritchard
Keith & Nina Pumper & Family
Mike Puppe
Paul Raadt
Wendy Rainiero
Phyllis L. Reames
Jonathan Reppe
Liz Reppe
Brenda Ringwald
Jason Ripley
Brian Roach
Emily Roach
Charles Rosseter
Jim Rossow & Family
Dave Rowe
Neil Rowley
Les Rud
Nancy Ruhe

Cristina Sainati
Martta Sareva
Rod Sather
Anne Sawyer
Barbara Sawyer
Christopher Sawyer
Amanda Scates
Dixie Schaffer
Andrea Schieckel
Barb Schlosser
Lisa Schmidt
Mary Schmidt
Liana Schreiber
Pete Schuster
Charles Sewich
Erin Shishilla
Margaret Simms
Anna Mae Sjogren
Kathie Smestad
Jane Sonnenday
Sid Sorbo
Joe Spencer
Dedcie St. Hilaire
Fred Stanley
Ross Stickley
Steve Stiller
Eric Stratton
Carl Strippel
Nathan Swenson
Marian Syrjamaki-Kuchta
Elisabeth Tanner
Brennan Taylor
Julie Thorsheim
Hal Thorson
Sarah Thury
Anne Triest
Janet Tritch
The Troubadours
Mike Trucano
John Varley
Christine Veatch
Duane Vincent
Angie Volkert
Brandon Walker
Ellie Warren
Waste Management Northfield
Ken Wedding
Christine Weibler
Cheryl Werner
Laura Whallon
Nancy Whiting
Lori Wilkie
Nikki Willie
Emily Williams
David Willis
John Winberg
Naomi Yoder
Ed Youngquist
Carolyn Zastera
Frank Zastera
Hans Zorn



Board of Trustees — More of the Many Faces

Robert Bonner, president, professor of history emeritus at Carleton College and an LBSA parent, has been on the Board of Trustees since 1989. He recently published a book on Buffalo Bill Cody. He is looking forward to the next Capital Campaign so we can provide new housing for clients.

Bill Cowles, vice president, is a retired business owner and has been on the Board of Trustees since 1995. He sits on many local boards for nonprofits and is passionate about maintaining Northfield's character and community feeling.

Dianne Kyte, secretary, is a local realtor and has been on the Board of Trustees since 1999. She is a former educator, raised two daughters as well as provided foster care to many others, and is now enjoying her grandchildren.

Steve Kelly, treasurer, is a professor of music at Carleton College. He was inspired to join the Board of Trustees after he saw what raising a special needs child was like for a close friend. He enjoys telling others about LBSA and doesn't miss a golf tournament or Gala.

Cheryl Buck, a local marketing consultant, has been on the Board of Trustees since 2004. She is a native Northfielder and continues the tradition by raising her two children here. She serves because she appreciates what our clients give back to the world.

Wayne Eddy, longtime local radio personality, has been on the Board of Trustees since 1998. He is a tireless advocate for us, having first become acquainted by being Santa Claus for us in 1969. He has performed as auctioneer extraordinaire at many of our events for many years.

James Gleason, great-grand nephew of Laura Baker, joined the Board of Trustees in 2007. He is the owner of American Excavating in Northfield. He is looking forward to being a part of the future of LBSA.

Dr. Richard Goodwin has been on the Board of Trustees since 2003. He generously donates his time for medical support by making house calls regularly to those of our clients who are unable to spend time in a doctor's office.

Michael Hero, local attorney, has been on the board since 1989. From 1992 to 1999, he served as president with a steady hand and a stalwart heart during some of the most tumultuous times the Association has experienced.

Pat Johnson, local realtor, has been on the Board of Trustees since 1995. She serves because one summer she had renters who worked here and she was moved by their stories from work each day.

Aggie Pavek has been on the Board of Trustees since 2005. She started a company that provided transportation for people with developmental disabilities, based on her experience of having a sister with special needs. She is a great auction organizer.

Charlie Sewich, partner at Heartman Insurance, joined the Board of Trustees in 2002. He serves because he had a brother with special needs and knows the struggle families face. He is an enthusiastic supporter of the golf tournament, and is good at inspiring other people to support our cause as well.

Eric Stratton, an LBSA parent, joined the Board of Trustees in October 2006. He and his wife, Tammy, are deeply appreciative for their daughter's life and are passionate about our mission and involving others. They love bidding wars at the Gala live auction, and they often get what they want.

Julie Thorsheim, social worker and small business owner, has been on the Board of Trustees since 2002. She serves because she understands the need for our services and the need for them to be done with integrity.

Frank Zastera lives in Cloquet and has a family member at LBSA. He started in 2000, continuing the Zastera family tradition of service on the LBSA Board of Trustees. His father, Joe, served for many years. You can always find both of them at the golf tournament and the Gala.

Statement of Unrestricted Activities

for the year ending December 31, 2007

Support and Revenue

Client Services	\$4,316,345
Donations	199,291
Other Income	90,985
In-Kind Donations	18,400
Total Support and Revenue	\$4,625,021

Operating Expenses

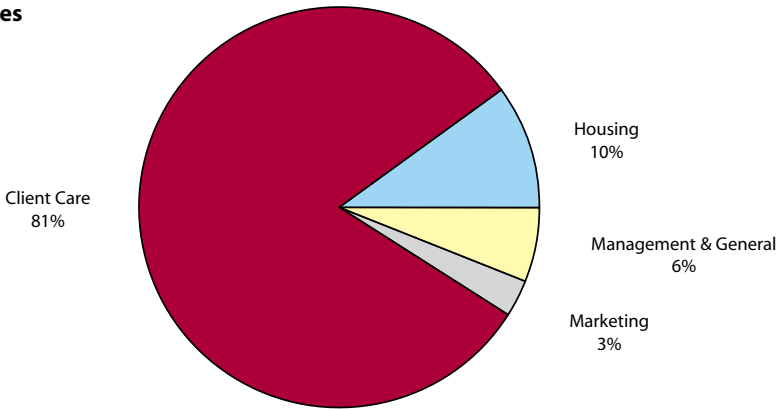
Salaries & Benefits Client Care	\$3,000,340
Client Program Supplies	138,711
Transportation	45,727
Contracted Services	179,571
Housing	434,674
Food	183,911
Other Client Care Expenses	95,943
Total Client Care Expenses	\$4,078,877

Management & General	\$259,522
Marketing & Events	122,357
Total Support Services	\$381,879

Total Expenses **\$4,460,756**

2007 financial results audited by Lanigan & Kolb, LLC

2007 Expenses



Balance Sheet

as of December 31, 2007

Assets

Current Assets	\$808,558
Investments	125,779
Building & Equipment, net	2,159,643
Total Assets	\$3,093,980

Liabilities

Current Liabilities	\$550,408
Long-Term Liabilities	—
Total Liabilities	\$550,408

Net Assets

Unrestricted Assets	\$2,541,072
Temporarily Restricted Net Assets	2,500
Total Net Assets	\$2,543,572

Total Liabilities and Net Assets **\$3,093,980**



**LAURA BAKER SERVICES
ASSOCIATION**

211 Oak Street
Northfield, MN 55057
www.laurabaker.org

OUR MISSION

is to respect the life
choices and dreams
of people with
developmental
disabilities and
help them reach
their goals.

**Save the date
for our 2008 Gala!**
Saturday, October 18

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