

Choices *Fulfillment*
RESPECT Community
Relationships *Dreams*
Excellence Interdependence
Inspiration



2015 Annual Report


LAURA BAKER
SERVICES ASSOCIATION

*Bringing the Power of Possibility
to People with Special Needs*



HANS

"My life is good. I live at Laura Baker Services. I love LBSA."

TODAY, I WORKED. I'm working at the Eagle's Club and the Northfield Ballroom. I also work at Little Prairie Church in Dundas. I dust, I vacuum. I like to work. ■ I was here when the tornado came through Northfield. Tornadoes are a force of nature. People high on the overpass are not safe. I went to the truck stop during that one. The Big Steer. Did you see the Northfield tornado? It was an F2 on the Fujita scale. F2 is a small one. The one that hit St. Peter was an F4. Did you see it on the news? ■ My favorite kind of music is rock 'n' roll. My favorite performer is Elvis Presley. I took a tour at Graceland. I had my friend's big camera and I took pictures of the Jungle Room. I saw Sun Records. One of Elvis's microphones was there and I used it. I sang into it, at Sun Records. ■ In the summer, at night, I like to go to the drive-in at Elko Speedway. Good popcorn there. In the winter, I make my own drive-in here in my room. I cut out speakers on cardboard, line up my racecars in front of it. ■ On Sundays I go to church with my mom. She lives in a nursing home. She has MS. ■ My dad is a Vietnam vet. He lives in Florida. I fly down there at Christmas. I like to fly. I love airplanes. ■ Some days I'm an airplane pilot. This is my cockpit I made out of cardboard. ■ Today I'm a policeman. ■ Protect and serve.

Dear Friends,



THROUGH THE SUPPORT of all of you, much has been accomplished in the past few years. Perhaps the most visible is the successful capital campaign, which led to building two new cottage residences. The location that was Margaret Graves Hall is now a beautiful park and playground area. It is wonderful to see this evidence of your support every day.

Less visible and even more important is the work performed daily for individual clients by the staff of LBSA. This is a hard job that people perform because they believe in the need. It is not a job that comes with much financial reward. Instead, job satisfaction comes from knowing that they are making a positive impact in the lives of vulnerable individuals. In the process, the “clients” become individuals and “staff” become friends and advocates. People who are good at this job are just plain good. We thank them for what they do every day to make the lives of others better and more fulfilled.

There is still much that needs to be done. This year’s theme is **PATHWAYS TO THE FUTURE**, and the Board of Trustees has identified advocacy and housing as priority needs — advocating to educate and influence policy makers to provide adequate funding and to recognize that most problems are complicated. Policy makers need to allow and encourage innovative solutions to the problems, not “one-size-fits-all” programs. Innovation will be required to remedy the shortage of appropriate housing for people with developmental disabilities. This is not just a Laura Baker Services problem, and we need your voices added to ours in order to be heard.

You have been incredibly generous in helping achieve past goals, and we count on your continued giving of time, treasure and talent. We thank you and look forward to your help in discovering successful pathways to the future.

— Greg Closser

ROOTS AND WINGS



COMMUNITY CAN PROVIDE ROOTS AND WINGS FOR US ALL. Roots help us to feel grounded and safe. When we feel grounded and safe, we feel free to test boundaries and try new things — we can fly to new places and spaces. Roots give us the freedom to fail, knowing we have a safe space to learn from. When we feel confident about who we are, those roots are internalized; we carry them with us on our journeys. Community support helps us gain confidence. We learn that when things don't go as envisioned, people around us will help us mend our wings, deepen our roots, and get us headed in the direction we want to go.

We can take our roots, our community, for granted, not recognizing their importance in our lives.

At LBSA, we don't ever want to do that. Our community of support is critical to our organizational success, and more importantly, to our clients' success. Necessary changes in our industry call for people with disabilities to be fully integrated into their communities. What does that really mean? In a nutshell, it means that people live lives like you and I do. They are connected to family, neighbors, friends, grocers, doctors. People who know them, and who notice when they are absent from their usual routines, when they're out of sorts, or when they're bursting with enthusiasm.

Susan lives with support in an apartment in one of our "group homes." She's got an apartment in the basement of the house where she can cook if she chooses, entertain friends and family, and hang out and live her own life.

Susan is a native Northfielder. She lived here with her family for the first 35 years of her life. She received support at home during that time. She moved to her apartment several years ago. Her dad had died many years before, and her mother

needed more support to remain at home. Susan has many friends in the community. She is involved in her church. She rides her bike downtown to buy yarn so she can make things for her nephew and for friends. She sings in the Laura Baker Choir, and she visits friends in the community. She goes to the grocery store.



Susan needs support in her day-to-day life, which she receives at work and at home. Susan's support doesn't define her life; it enables her to live her life. Recently, Susan's family suggested that she move closer to family in another city, in another part of the state. On the surface, that sounds like a great idea. Susan loves her family and may enjoy living closer to them. She should be able to make this choice.



What struck me as I listened to conversations for Susan was how often we forget all the rich elements of a person's life — the everyday routines and relationships that we don't see. It's easy to assume that a person consists only of a living situation and supports that are transferable.

I don't know what the right answer is for Susan, or any other person we serve. As hard as it can be to accept, the reality is that there isn't one right answer. One size doesn't fit all, and our one-size answers don't work for most.

The answers are in fact different for every person we support. So is each person's definition of who their community is.

It's why we need people like you to be a part of our community, and why we appreciate your support. You create roots, and wings, for people like Susan.

The excruciating part of the work and the journey is that building roots and sense of self means that we must honor the community we create. The road to true integration and affirmation of choice means letting go of control. That can be scary. And it can be joyous — when we allow ourselves to enjoy the ride. It is often exhilarating for the person to whom we accede control.

Thank you for being a part of our community. Thank you for strengthening roots and offering wings.



— Sandi Gerdes



LISA

“Lisa likes people watching. She’s an observer.”

Lisa prefers to answer questions rather than make statements. Beth also spoke on her behalf.

DO YOU LIKE TO STAY HOME? *Yes!* ■ (Beth): Lisa has lived at Lincoln House since it began in 1989. She has been with Laura Baker Services since 1978. Lisa’s family gathers quite a bit. Her mom likes to have them all over at her house, and picks Lisa up to join them all. ■ When the Girl Scouts visit Lincoln House, you do crafts together. Do you like kids? *Yes.* And babies. ■ (Beth): Lisa loves her peanut butter, and M&Ms are her daily treat. They’re in a lock box, and she keeps the key. She also loves pretzels and soup. ■ Do you like French fries too? *Yes!* (Lisa laughs.) ■ Do you like your music loud or quiet? *Quiet.* ■ You like it better when things are quiet? *Yes.* ■ Was today a work day? *Yes.* ■ (Beth): Lisa really likes work. She cleans at the Co-op and Greenvale Apartments, and occasionally they have a fun little lunch at Carbone’s or Culver’s. ■ Do you have friends at work? *Yes.* ■ (Beth): Lisa has been bowling a lot; this year she decided she was done with bowling for awhile. Now she goes to watch her teammates bowl. ■ You’re a good supportive friend, aren’t you? *Yes.* ■ (Beth): This is Lisa’s favorite chair, by the window. She can look out the window and see the TV, and see all around the room. Lisa likes people watching. She’s an observer. ■ Do you like it best to be sitting in your chair, in the quiet, watching your friends and the world around you? *Yes.*

Ila Duesterhoeft

ILA HAS A KIND HEART, a wonderful spirit and treats each client with the utmost dignity and respect. Clients confide in her, often tell her how their week is going and frequently invite her to their birthday parties. There's no question that Ila carries out the mission, vision and values of Laura Baker Services Association on a daily basis.



Ila has been a charming and faithful member of the LBSA dietary team for the past 34 years. She says she truly enjoys her job, and this is evident in her ever-present smile. Ila is meticulous about her work and often entertains with stories of the “old days” at LBSA. Ila’s colleagues look up to her and genuinely admire her with great respect.

Ila is always willing to help out. One of the goals at LBSA is for everyone to participate in “family style” dining. Ila offered to join the North Oak team to help prepare and serve food for staff and clients in their home. Her presence at the table creates a family-style atmosphere that makes everyone feel welcome. Both clients and staff at North Oak consider her an important person in their daily lives.

We are pleased to honor Ila Duesterhoeft as she represents the spirit of Laura Baker in all our lives.

The Spirit of Laura Baker Award is given annually to one individual who best embodies the mission, vision and values of LBSA – and the spirit of Laura Baker. Recipients care deeply for the people we serve and make a difference in their lives and in the life of the organization as a whole. Leadership and teamwork are the hallmarks of award winners’ work in the organization.

Northfield Public Library

THE CLIENTS AT LAURA BAKER SERVICES enjoy time in the community. One of their favorite places to visit is the Northfield Public Library. They like getting books and movies and having the pleasure of interacting with the library staff. Everyone on the team is so welcoming and friendly.

Northfield library staff members enthusiastically greet our clients—many of them by name; they happily assist LBSA clients find what they are looking for. They allow clients to do as much as they can on their own, even if it takes a little extra time. The staff is always cheerful despite the many requests on their time.

In an effort to further build community the library staff reached out to LBSA to discuss ways our clients could be better served. As a result, the library donated



From the far right, going clockwise: Kathy Rush, Debby Nitz, Claudia Roman Jimenez, Laurie Kodet, Leesa Wisdorf and David Greenfield.

several dozen books and books on tape to LBSA to be used by clients who are unable to access the library regularly.

The staff at the library is top-notch—extraordinarily helpful and friendly and always looking for ways to improve access and service.



From left to right: Pat Stenglein, Kathy Rush (behind) Teresa Jensen, Joan Ennis, Kathryn Sopa and Kathy Ness.

Judy Smith

THE WORLD IS a much more beautiful place because of Judy Smith, owner of Judy's Floral Design. For over 20 years, Judy has transformed our Annual Gala spaces with her floral arrangements, often with no more instruction than, "Make it beautiful, Judy." And she does.

In addition, she puts smiles on the faces of the over 300 people who attend our Community Thanksgiving Dinner with her donation of extra flowers that are joyfully placed on each table by volunteers. She helps the dedicated staff at LBSA know how much they are appreciated by providing flowers for our Employee Appreciation Dinner. She lets our families and friends know how much we care as they grieve the loss of a loved one when she delivers flowers for a funeral. She helps us celebrate accomplishments and say "Thank you," "Happy birthday" and even "Goodbye" in the most perfect way with something she so exquisitely creates. She does all this and more not for recognition or personal gain, but with a generous heart because she cares about people and her community.



*Judy Smith, thank you for making our world,
our community and our lives so much more beautiful.*

2015 Accomplishments

If you're "into" strategic planning, you may be familiar with BHAGs: Big, Hairy, Audacious Goals. LBSA has long been "into" BHAGs.

Redesigning what we do today and into the foreseeable future requires BHAGs, radical collaboration, patience, persistence and a healthy supply of rose-colored glasses. That's what we did in 2015. We collaborated with new and unusual partners and we heard about old ways made new and new ways made new. We listened and continued to work in spite of dire warnings of not enough money, staff, housing or jobs to go around. Here's the list of what we did and what we made progress on:



- We removed Margaret Graves Hall and replaced it with a beautiful courtyard and playground area, completing the reconstruction of our campus.
- We made many new friends, including selling out our Gala.
- We made progress toward helping the community better understand the rhetoric around our services.
- We opened new services.
- We held an employer forum and a housing forum. These were first steps to coalescing the community to support people with disabilities as integral members of the community.
- We began to transition our private school to a public school.

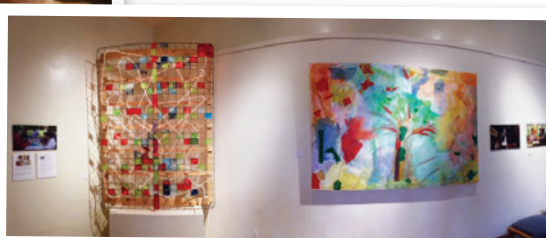


- We released a new video, telling the story of friendship and community.
- We continued our public education and advocacy campaign, including expanded social media, to ensure that ALL people with intellectual and developmental disabilities are included as a part of policy-making and funding conversations.



- Along with community partners and others, the Laura Baker Choir presented “On Stage,” a Broadway musical. Funding was provided by Southeastern Minnesota Arts Council.

- Our website underwent a complete transformation.



- We assisted numerous clients through significant health care crises.
- Clients participated in the Northfield Arts Guild’s “Artist Disabling Assumptions,” a celebration of the 50th anniversary of the ADA. They danced, they sang, they performed, they shared their visual arts with the community.
- We hosted many interns who made many of our projects possible—from music therapy and family support services to the housing and employer forums and more.
- Programs worked together to provide support for a new client who was in extreme crisis. The client’s situation has stabilized through the exceptional teamwork of our program staff.
- We exceeded our fundraising goal by over \$40,000, thanks to our generous supporters.



2016 Organizational Goals

As we look ahead, here are our Big, Hairy, Audacious Goals for 2016. Work is already well underway, and we look forward to sharing our progress with you throughout the year.



- Continue to provide robust and diverse learning opportunities for employees to ensure they understand our desired organizational culture and become ambassadors of that culture.
- Collaborate with community partners to develop integrated, affordable housing for people with disabilities in Northfield through a specific project and engage with interested community partners to continue to expand these opportunities.
- In conjunction with our family support group, continue to investigate opportunities for service change and expansion, including respite and transition services.
- Establish an annual advocacy platform and engage the community in advocating for people with disabilities.
- Examine our organizational structure and capacity and adapt to allow us to maintain and improve services to our current clients and transform those

services to meet our vision of the future.



- Raise \$340,000 to support the activities and people of the organization.
- Transition our private school to a public partnership, housed at 211 Oak Street.

- Create a data management structure and systems that allow us to meld information from variety of sources to measure outcomes in support of our organizational mission, vision, values and goals.



Charlie and Lorraine Sewich

CHARLIE AND LORRAINE SEWICH give quietly, without fanfare or request for accolades. They are steadfast in their support as volunteers and donors, and, over the years, they have been ambassadors for us in many ways: inviting friends and colleagues to become involved; encouraging giving; giving themselves.

It's no accident that Charlie and Lorraine are partners in an insurance agency called "Heartman." They're people of great heart.



Charlie was on the flagship Golf Committee when it started 17 years ago. He says LBSA was a pioneer of the local golf tournament fundraiser, which is something he's proud to have been a part of. He also served on our board from 2004 to 2015 and chaired the last capital campaign, which was deemed an overwhelming success – raising \$1.3 million to support the construction of our new cottages which provide our clients with beautiful spaces to call home.

Lorraine served for a number of years on the Gala Committee. In addition to finding unique and amazing auction items, she was a tireless recruiter of new talent for the committee.

Together, Charlie and Lorraine have invited friends and neighbors to engage with the organization, holding pre- and post-Gala receptions at their home, sponsoring tables and filling tables with friends.

Charlie says it's been very rewarding to have supported the organization for so long. He sums it up elegantly: "Life is good. We just want to share it with somebody."

The Robert Bonner Distinguished Service Award honors people who have been constant in their association with LBSA and who have made consistent and personally significant contributions of their time, energy and resources during that time.



MARGARET

*"I've got a pretty good life. I've got friends,
I've got family. I'm pretty lucky."*

I LIVE IN A one-bedroom apartment, and I have my own bedroom and living room. I like it. I like to cook when I'm there. ■ The building has a lot of different people, young and old. I know a lot of my neighbors. We're a very close-knit family. We look out for each other. ■ I work at Carleton, in the dish room. I'm proud of my work. I like the people I work with. ■ I've been to the St. Olaf Christmas Festival. St. Olaf is very well-known for their music. The Christmas Festival is amazing. Absolutely amazing. There are different choirs and when they all sing together, it's like listening to angels. ■ I like to sing in the Laura Baker Choir. We sing all over. It's fun. Wherever we sing, people always like when we come and sing for them. We just enjoy singing for people, and they enjoy it when we do it. ■ I go on vacations a lot of time. I spend six weeks with my sisters. I have a sister who lives in Georgia, and I go there for half the time, and another sister in Florida, and I go there the rest of the time. I love them both. After my folks died, they immediately took over and they've been my protectors ever since. They hold me together. ■ My friend Cala is one person I couldn't be without. When her cousin died, she immediately called me. She didn't hesitate; she said, "Margaret, get over here, I need you right now." We hold each other together.

Nora Serres

NORA SERRES is a busy senior at St. Olaf College. In addition to her studies, she enjoys sports, socializing and volunteering with Laura Baker Services Association, where she has volunteered since she was a freshman. She says her experience has been fulfilling.

In 2013, Nora co-founded *Supporting Special Needs (SSN)*, a St. Olaf organization that matches college students with volunteer opportunities at LBSA. Through Nora's leadership, SSN became a certified volunteer group with the St. Olaf Volunteer Network and it was recognized as the Network's Start-Up Organization of the Year.

Fluent in Norwegian, Nora has shared her love for the language with a Laura Baker Services client she has known since she was a freshman. "I heard Andrew speaking Norwegian when I first met him," remembers Nora. Since then, she has

become a part of Andrew's life, seeing him twice a week, being invited to his home, and inviting him to special events in her life like her orchestra concerts. Nora looks forward to continuing her post-college education and hopes to be a pediatric audiologist. She says that volunteering with Laura

Baker Services has given her, "a different perspective of what success is." She would recommend it to anyone looking for a life experience.



Board of Trustees



GREG CLOSSER, *President*, joined the Board in 2011. He is the President of All Flex, a flexible circuitry manufacturer. Greg and his wife, Patty, have six children, two of whom have disabilities. Greg provides a unique combination of business skills and family empathy. Each year, the Clossers create Easter baskets for LBSA clients and personally deliver them to each home.



BOB GILBERTSON, *Vice President*, a Minneapolis attorney, joined the board in 2012. He and his wife, Cynthia, are happy to be involved with LBSA, which they

consider a respected and admired part of the community. Bob is especially interested in public policy.



FRANK ZASTERA, *Secretary*, lives in Superior, Wisconsin, and has a sister at LBSA. He joined the board in 2000, continuing the Zastera family tradition of service on the LBSA board. He and his wife, Julie, have six grown children.



DENNIS BERRY, *Treasurer*, joined the Board in 2012 after retiring from Enebak Construction. He is a founding member of the Northfield Youth

Baseball Association. Dennis and his wife, Beth, look forward to this chapter of giving back to the community.



FRANK GRAZZINI, *Immediate Past President*, and his wife, Sandy, purchased the lot next to LBSA to build their new home and have been dream neighbors

ever since. Frank joined the board in 2011. He owns Carciofini Company, one of the Midwest's largest sealant and caulking operations. We value his business acumen, his generous heart and his leadership skills.



CHERYL BUCK, Director of Sponsor Relations for PRMIA, joined the board in 2004. She recently completed a four-year term as president of the board.

Cheryl and her husband, Dave, have two children. Cheryl volunteers throughout the Northfield community.



JOE HARGIS is the Associate Vice President for External Relations and Director of College Communications at Carleton College. Joe and his wife, Katy, live in Northfield and have five children. He wants to continue to support and nurture the strong connections Carleton has to LBSA.





RUTHIE NEUGER

has served on the board since 2013. She is the head softball coach at St. Olaf College. Ruthie and her husband, Dave, have three children and

are active volunteers in the community. Ruthie looks forward to influencing community members to participate with LBSA.



ERIC STRATTON,

LBSA parent, joined the board in 2006. Eric is a Technology Business Relations Manager at Ameriprise Financial.

He and his wife, Tammy, are passionate about LBSA's mission and involving others.



JULIE THORSHEIM

is a social work consultant and founder of KST Associates.

She joined the board in 2002. She advocates for providing support with

integrity. Julie and her husband, Howard, are especially committed to LBSA's arts programming.



STEVE UNDERDAHL

is President and CEO of Northfield Hospital & Clinics. He joined the board in 2014, shortly after he and his wife, Lori, moved to the Northfield

community. Steve has a family member with developmental disabilities, which drives his passion for advocacy. He is a vital community partner in the LBSA Reverse Job Fair.



EDDIE VIOLA

is the Director of Nursing at Bethel Healthcare Community by Welcov. She joined the LBSA board in 2015. Eddie and her husband, Michael,

have four children. Eddie's passion is advocating for people who can't advocate for themselves.





GLENN

"I like to dance."

I WORK AT CRE and I shredded 10 pounds of paper today — it is a record. I have lots of friends at work. ■ I do music at LBSA and sing in the choir. ■ I was in *"On Stage,"* the Broadway musical. ■ I like to dance. I danced at the College Buddies Ball. This is a picture of us dancing. ■ Over here is a microphone. Did you see that when you came in? Let me explain it. ■ This microphone is hooked up in a different way. My sister came over last week and I helped her put it together. I want to use it in the choir. ■ I went to see my sister at her new house. My brother came and got me and my sister met me at the door. We had dinner and played games. ■ She is a good cook. ■ I have another sister and she lives in Northfield. I go over and see her a lot too. We just hang out. ■ *Glenn shows me photos of his family.* ■ Whenever I get upset I call one of my brothers and talk to him on the phone. He listens to me on the phone. ■ I am the youngest in the family. I have nine brothers and sisters. ■ *He shows me a picture of Nan Kelly.* ■ I saw her at the Grand Ole Opry. I went there with my sister Renee. This was an expensive trip. It was worth it. ■ I would like to go to Austin, Texas next. It is a fun place to go. There is more music there. ■ Music is important to me.

Thank you to our donors!

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 Buick of Northfield
 Wendell Arneson &
 Beth Christiansen
 Brad Austin
 Badger Hill
 Brewing Company
 Dennis & Beth Berry
 Bierman's Home
 Furnishings
 Bon Appetit —
 St. Olaf College
 Mary Boyum*
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 Cheryl Buck
 Dr. Jon & Grace Buck
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 Grazzini
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 Vinegars
 Northfield Yarn
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 Performing Arts
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 TD Anderson*

*In Honor of
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 John & Virginia Street
 Frank & Ann Wright*

*In Honor of Polly Durant
 Cathy Yandell & Mark McNeil*

*In Honor of Ellen Sutter
 Kathleen Hough Griffith
 Dick & Carol Ostlie*

*In Honor of
 Martin Thorsheim
 Bruce & Jan Roberts*

*In Memory of Lynn Abelovitz
 Brent & Tobi Larson*

*In Memory of Julie Arndt
 Judith Ilse*

*In Memory of Faye Brown
 Bram & Lori Middeldorp*

*In Memory of
 John Terrance Hart
 Mike & Laura Kay Allen
 Dr. Dan Conlon
 James & Cynthia Hart
 Nancy & John Lacika
 Marie & Tom Mattison
 Greg & Sue Walta*

*In Memory of John Lindholm
 Lorraine Levy
 Bob & Marilyn Matta
 Bram & Lori Middeldorp*

*In Memory of Jane Loder
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*In Memory of Quinn L. Ohlsen
 Dr. Mark & Ruthann Ohlsen*

*In Memory of Larry Perkins
 Kelsey Kaplan*

*In Memory of Fern Theberath
 Michael Hero &
 Marie Westerman Hero*

*In Memory of Laurell Wolkow
 Chris & Tammy Omdal
 Joe & Evelyn Stransky*

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†LBSA Board member





Matching Gifts

Ameriprise Financial

Lisa Boomgaarden
Don Enberg
Mariah Jacobsen

The GE Foundation

John Street

Pfizer Foundation

Terry & Norma Gilbertson



Statement of Unrestricted Activities



STATEMENT OF UNRESTRICTED ACTIVITIES FOR THE YEAR ENDING DECEMBER 31, 2015

Support and Revenue

Client Services	\$ 5,100,538
Donations	341,329
Other Income	61,374
In-Kind Donations	19,306
Net Loss on Investment	(1,416)
Total Support and Revenue	\$ 5,521,131

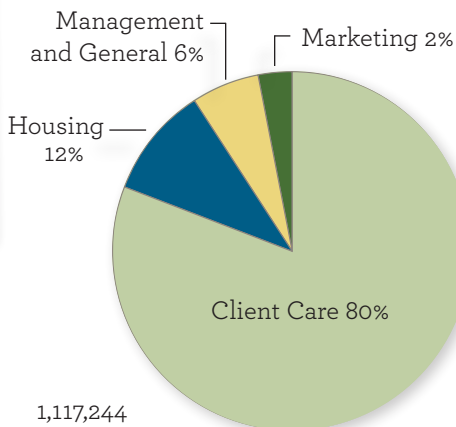
Operating Expenses

Salaries & Benefits Client Care	\$ 3,599,916
Client Program Expense	247,209
Transportation	20,288
Contracted Services	296,361
Housing	659,062
Food	188,464
Other Client Care Expenses	153,269
Total Client Care Expenses	\$ 5,164,569

Management and General	\$ 357,618
Marketing & Events	133,528
Total Support Services	\$ 491,146

Total Expenses	\$ 5,655,715
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BALANCE SHEET

as of December 31, 2015

Assets

Current Assets	\$ 1,117,244
Investments	270,545
Building and Equipment, net	4,461,517
Total Assets	\$ 5,849,306

Liabilities

Current Liabilities	\$ 460,094
Long Term Liabilities	1,135,629
Total Liabilities	\$ 1,595,723

Net Assets

Unrestricted Assets	\$ 4,251,083
Temporarily Restricted Assets	2,500
Total Net Assets	\$ 4,253,583

Total Liabilities and Net Assets	\$ 5,849,306
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2015 financial results audited by Carlson Advisors LLC





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Saturday, December 3, 2016

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