

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



2018 Annual Report



LAURA BAKER
SERVICES ASSOCIATION

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



MEET

Creegan

With a prompt, Creegan reaches out and extends his hand. “Hi!” he says with a smile and firm handshake.

Creegan is curious, helpful and very active. He loves playing basketball, walking, listening to music, running, swimming and riding bike. He’s also a very sociable guy. Creegan wasn’t always at ease in social situations. In public settings or groups Creegan would often remain on the perimeter and plug his ears. According to Creegan’s mom, Katie, seeing her son struggle socially was heartbreaking. “Feeling isolated and not seeing him be included was really hard.”

Creegan was diagnosed with autism at age 3. Shortly after that, Creegan’s parents learned about Applied Behavior Analysis (ABA) therapy through their local school district. ABA is the process of systematically applying interventions based upon the principles of learning theory to improve socially significant behaviors. During his childhood, Creegan and his parents spent 5-7 hours each day teaching and learning adaptations for the challenges of his autism. For parents, this type of schedule can be exhausting.

For some individuals with autism, community settings can pose a challenge. According to Creegan’s mom, it took a lot of effort to help him acclimate to being out in the community. “We couldn’t even go into the grocery store at all without Creegan having some sort of meltdown.” In order to assist him, over time, his mom would slowly help Creegan get more familiar with the grocery store. First, she would introduce him to the store manager. Then she would introduce him to some of the other staff until he became more comfortable with that situation. “It’s scary at first because you get a lot of looks and people staring.” Its why disability awareness is so important for the community.

The time and effort invested has paid off for Creegan. “I’m so glad we did it,” Katie adds enthusiastically. “We got him to read, write and talk.” Katie credits her son’s success to a great support system including family, friends, school districts and various social service programs along the way. She adds that most of the credit should go to Creegan. “He has worked so hard over the years.”

Creegan is now 26 and ready to start the next chapter of his life at LBSA. Creegan moved into his cottage on the Oak Street campus in October and his mom is excited about the future and is looking forward to more opportunities for her son. He has a YMCA membership, goes on community outings and has been active in working with LBSA’s Art Specialist. He is also hoping to obtain a job through EPIC Enterprise in the near future.

His mom says she likes knowing that Creegan will, “be around peers and will know he’s not alone.”

She adds, “I’m just so proud of him. It’s like he grew up overnight.”

MAKING A
DIFFERENCE.
TOGETHER.



WE CELEBRATE AND GLORIFY the rugged individual that successfully overcomes obstacles and accomplishes great things. Self-reliance and living independent of others is often held up as the goal that we should strive for. I once heard a speaker at a Habitat for Humanity gathering comment on this. He stated,

“If you were to dream of accomplishing something great, don’t dream of what you could accomplish by yourself; but rather dream bigger. Dream of accomplishing something that is so great, that it can only be done with and through others.”

Although independence is a laudable condition, it should not be our foremost goal. Interdependency is the highest state of human interaction.

Every year I am surprised by the new issues and problems that LBSA faces. In 2018 we endured a 7% funding cut, and significant scrutiny by the MN Department of Health. I am also always surprised by how well these issues are managed. It takes a coordinated effort to manage through these problems, and most of the heavy lifting is done by staff. But others, including many of you, contributed to the solutions to these and other problems. I want to thank all of you for how you make a difference for LBSA and our clients ... every day.

We will have problems in 2019 and the year after that, and the year after that. But by working together, we will accomplish great things, and make a difference in the quality of life for our clients and those who serve them.

Thank you for what you do and for remaining strong supporters of Laura Baker Services Association.

— Greg Closser

LETTER FROM THE EXECUTIVE DIRECTOR



IT TAKES A COMMUNITY, a team to make a difference. At least for most of the people LBSA supports.

It's a tough time to be a disability services provider. People in need, people on the margins, and the supports that sustain them are under attack.

In 2018, teams and the community made the difference in pulling through a challenging year. Some of those teams were re-forming after changes in their members. Some of those teams were long-standing and needed to see through decisions made over time.

Community strengthens our intent, our resolve, and our perspective. We CAN make a difference. Together.

In the big picture, 2018 felt like a year we'd prefer to forget. The challenges were huge, even in retrospect. It's easy to focus on the hard parts: the emotional toll of death, loss of funding, public scrutiny and critique. In fact, it's been hard for me to move beyond those to see the diamonds that emerged from the fire.

Our financial position took a hit this past year: we received a 7% rate cut, instead of the increase we had requested. We had openings in our residential programs that caused us to miss our revenue expectations. We're continuing to work to reverse this trend as quickly as we can. We have people interested in joining us as clients; we need to do the work to ensure they find the best spot on the bus.

Three months into 2019, I can tell you this: just as a forest is renewed after a fire, the challenges of 2018 will make us stronger as an organization. Staff we've lost were replaced with people of equal or higher caliber. Our ability to be a team was tested and strengthened by the various challenges with which we were presented. We came through a bit battered, but stronger, and more resolved to work together.

When I look at what people accomplished, in spite of the challenges, I am inspired. (See 2018 Accomplishments for a full list).



A young woman came to us several years ago in crisis, having been kicked out of her home. She was engaging in high-risk behaviors, which continued as she moved into one of our homes in the community.



Her team, with encouragement and support from LBSA staff members, found ways to say both “yes” and “no”. “No” to the high-risk behaviors, “yes” to moving forward to make her dreams reality. Her dream was to live on her own, to have a normal life. Near the end of last year, she moved from Northfield to the Twin Cities to live with her boyfriend and his family. During the time she lived at LBSA, she got her drivers’

license, bought a car, learned to be responsible with her money so she could pay her bills, and got a full-time job.



Two clients, with support from their support circles, expressed their desire to live their imminent last days in their Laura Baker home. Staff members created hospice at home for these valued community members.

As always, the knowledge that we have a supportive community that believes in LBSA and the work we do contributes to our commitment and resolve. Your passionate support and advocacy provide life-giving fuel. We thank you for your collaboration in 2018, and we invite you to remain engaged in 2019.



— Sandi Gerdes

Spirit of Laura Baker Award Recipient 2018

Kathy Westerman



IN HER WORK EVERY DAY, Kathy upholds and carries out the mission, vision, and values of LBSA.

Helping clients to reach their goals is an integral part of the Qualified Developmental Disability Professional/Behavior Analyst position. Kathy not only meets the requirements of the position, she excels at them. She recognizes the strengths of each person and uses this awareness and her creativity to find the techniques that are best suited for each client. She continuously shares the message that our approach must remain positive. Kathy maintains and passes to others an attitude of purpose and enthusiasm, embodying a strong conviction that we can make a difference in the lives of our clients through our efforts and careful attention.

Kathy engages and supports not just clients, but also staff and household teams. She provides leadership, learning opportunities and guidance to staff, and assists with direct support when needed. She advances her own professional development by researching topics when additional knowledge will be beneficial to clients.

Kathy's commitment to learning, teamwork, and people development is demonstrated by her work on the Professional Development Committee, including presenting at the Learning Fair. Kathy has been a member of the Dinner Theater committee and spends the weeks before this event attending planning meetings and taking minutes, and then volunteers that evening to wash dishes, or whatever needs to be done. She has been a member of the Summer Fun Day committee, and volunteered that day, working from set-up through tear-down. She has also volunteered for Thanksgiving Dinner and the Golf Tournament.

Kathy is a careful communicator, making sure that information is shared with involved parties, and that messages are respectful and professional. She is always open to hearing and considering the perspectives of others.

LBSA's clients and staff benefit enormously from Kathy's dedication to and practice of our mission, vision and values.

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.

Chris & Sheila Kennelly



AS IS OFTEN THE CASE, it all began innocently enough. Chris was the new owner of Northfield Construction, the general contractor for our campus renovations.

In exploring who in Northfield could help us develop housing solutions, Chris' name came up. He responded to an invitation to have a conversation, and there began a journey.

Chris worked with a group to develop a collaborative housing community that included Laura Baker Services, Three Links, and Village on the Cannon. Chris was an integral part of conversation and design, giving of his time and resources to test and move that project forward.

In addition to the construction expertise, Chris was part of a group that worked to solve the funding puzzle to make that housing affordable. Chris continues to serve as a valued advisor, when we have complex puzzles to solve.

Under his leadership and with Sheila's support, Northfield Construction became major donors and sponsors for LBSA events. We were delighted to learn that Chris and Sheila, bringing different skill sets and interests, were both willing to share with the Association.

Sheila joined the Gala Auction Committee and has served as a committee member for 4 years. Chris joined the Golf Committee.

Together, Chris and Sheila have introduced their circles to LBSA — their friends, and business associates, bringing additional resources to LBSA to meet our goals. The Northfield community is fortunate to have Chris and Sheila as community members who work tirelessly to create the connections and spirit that make community great. We are honored to have them as valued members of the Laura Baker community.

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 time, energy and resources during that time.



MEET

Autumn

THE COMPASSION SHINES THROUGH in her smile. Autumn smiles a lot.

Autumn's mom, Patty, says the most amazing thing about her daughter is her compassion for others. She has been that way ever since she was a young girl. "If I ever said I had a headache she would come and rub my shoulders. She's just so caring." Autumn was diagnosed at a young age with a severe developmental disability. Patty recalls Autumn's childhood years as being rather uneventful. She lived at home and attended special education throughout her school-age years.

That's why she was surprised to receive a call one day that Autumn, now 14, had had a violent outburst while riding on the van home from school. *Something* had changed. No one seemed to know for sure *what* had changed. The outbursts continued on and off for several years and created a lot of instability with Autumn's living situation. Finding the right living arrangement and appropriate level of support was a challenge. Between age 16 and 18, Autumn moved ten times, making it very difficult for her mom to visit and to ever get a sense that Autumn would find a place to call home.

Autumn moved to LBSA when she was 18. “When she first moved in” Patty recalled, “there was a lot of ‘I want to go home’”. Because Autumn moved so frequently, her mom was not initially hopeful that her placement at LBSA would last. Those years of moving from place to place, left Patty a bit skeptical that Autumn would ever find an appropriate living situation. However, after the first couple of months at LBSA had passed, and Autumn began to settle in to her new environment, Autumn’s mom sensed things were different this time. “It’s like a burden had lifted,” She recalled. “I thought to myself, this is her home now.”

Autumn’s mom attributes her daughter’s success at LBSA to the quality of the staff. “Zelene (Household Director Zelene Castano) is just absolutely fabulous.” She adds, “All the staff here are great. They are willing to do what they need to do to take care of clients. They are very loving people.” Patty visits Autumn weekly and over the years has gotten to know staff and the other clients in Autumn’s house. “It feels like a family here.” In addition to social visits, Autumn’s mom attends care conferences every six months with LBSA staff and Autumn’s care team. Every six weeks she attends meetings with LBSA behavior analyst, Jim Bowen, and her doctor. “We discuss adjustments that need to be made and how she’s doing. It reminds me that people care.”

Autumn is now 23 and has a lot of interests and activities. She enjoys socializing with staff and her housemates, doing puzzles, attending LBSA events, going for walks, and she loves music. Autumn especially enjoys group music sessions with music therapist, Jenny Solar. Jenny describes Autumn as a leader in her music group. “She loves picking songs and she just loves to sing.” Patty is content that her daughter has activities she enjoys, friends to be with, and has a place to call home.

On a Saturday afternoon, Autumn is sitting in a chair in her living room. Her mother is there. Her housemates are there. Zelene is there. Gerardo (aka “G” – one of her favorite staff members) is there.

Autumn is smiling. Everyone else is too.



2018 Accomplishments

OUR MISSION is to respect the life choices and dreams of people with developmental disabilities and help them reach their goals. Understanding that the needs of each individual are unique, we empower families to choose from a continuum of care that will support their loved ones in leading fulfilling lives.

In 2018, we were able to achieve many significant accomplishments. Our most significant success was, and continues to be, our ability to retain our exceptional staff members in an uncertain funding environment. In 2018, we received a 7% reduction to our Medicaid reimbursement rates for the first time in many years. In spite of funding uncertainties, we were able to achieve a number of successes throughout the year.



Organizational Culture:

- We continued our staff leadership curriculum to ensure that all staff members have the opportunity to develop leadership skills including hosting leadership consultant and parent, Sandy Scott.
- We conducted our annual learning fair in June, providing an opportunity for all employees to teach and learn from each other.
- Thanks to a grant from Northfield Hospital & Clinics, we launched our Healthy Eating Initiative. Through this effort we hope to increase the quality of life for our clients through the adoption of healthy food practices, focusing on nutrient-rich food.
- We initiated our data warehouse project to collect and analyze key data to enable us to make better informed business and programming decisions.
- We completed an employee survey in conjunction with Carleton College to identify key issues for hiring and retaining employees.

Programming:

- We continued to support our clients in achieving their dreams and goals.
- In our program satisfaction surveys that are distributed annually to client's care teams, Community Services achieved 99.5% "satisfied" or "very satisfied" ratings on a five-point rating scale and Oak Street Services achieved a 95.8% rating.
- We continued to host monthly respite events for individuals with special needs.
- We facilitated quarterly support meetings for family members to discuss concerns and potential service solutions for individuals with developmental disabilities.

- Music Therapist Jenny Solar facilitated 109 individual and 96 group music therapy sessions for LBSA clients.
- The LBSA choir performed 12 times throughout the year.
- The “College Buddies” volunteer program which pairs a local college student with an LBSA client resulted in 272 college buddy meetings.
- In the last quarter, Arts Specialist Bridget Novak facilitated 20 arts groups and began developing new collaborations with community artists. (see *The “Art” of Community Building*, page 12)



Advocacy:

- We continued our advocacy efforts by conducting several advocacy campaigns throughout the year highlighting LBSA policy positions for fair compensation for support staff and housing options for people with developmental disabilities.
- We hosted Senator Tina Smith’s & Representative Jason Lewis’ staff.

Community Building:

- We partnered with St. John’s Lutheran Church to host monthly creative arts events. (see *St. John’s Lutheran Church*, page 17)
- We partnered with Northfield Public Schools to offer a Direct Support Services class at Northfield High School.
- We increased the number of followers to the LBSA Facebook page by 32% and created an LBSA Instagram account to increase our social media presence.
- We launched our first ever Flannel Gala spring fundraiser, raising over \$17,000.
- We received a “Top Rated Nonprofit” designation from Great Nonprofits and a Gold rating from GuideStar.
- We continued to engage with the Northfield community by working with over 250 volunteers and over 20 community collaboration partners throughout the course of 2018. Some of those partners included:
 - Bethel Lutheran Church
 - Cannon Valley Special Education Cooperative
 - Carleton College
 - Northfield Affordable Housing Task Force
 - Northfield Hospital & Clinics
 - Northfield Promise
 - Northfield Public Schools
 - Northfield Union of Youth
 - St. Olaf College
 - St. John’s Lutheran Church
 - Sheldahl Flexible Technologies Inc.
 - United Methodist Church

2019 Organizational Goals

TO BEST SUPPORT people with intellectual and developmental disabilities and their families, and help them reach their goals, we must have big, hairy audacious goals. We can only respond to our changing environment and the challenges of our industry by keeping an eye to the future while navigating the day-day challenges of our work. These goals are intended to do both.



- Our most important goal is to support people to reach their life choices and dreams and help them reach their goals. This means every household and department has goals that support the clients to move forward with their own goals.
- We continue our healthy eating initiative, encouraging the adoption and use of healthy food practices, focusing on nutrient-rich, whole foods.
- We continue our partnership with St. John's Lutheran Church to create community through art, music and technology, providing opportunities for our clients to engage with community members and develop lasting relationships wherever possible.
- We are exploring revenue and service diversification opportunities as identified in our Strategic Plan. Opportunities will meet an identified need and have the ability to provide additional revenue.
- We are creating a data warehouse that will be able to access data from several systems to analyze results and to provide information to support possible research initiatives.
- We will continue to encourage and support all staff members to engage in diverse and robust professional development.
- We will advocate for public policy that supports people with intellectual and developmental disabilities to meet their dreams and goals.
- We will raise \$511,500 through private donations to allow us to continue to provide quality core services, and to support our Creative Arts, Family Support Services and Pathways to the Future initiatives.



Volunteer Spotlight: The Odettes

NINETEEN YEARS AND COUNTING. That's how many years LBSA has hosted its Community Thanksgiving Dinner. It is also the number of years the Odette family will have volunteered at this event.

Sue Odette and her husband, Jerry, first became acquainted with LBSA back in the late 60's or early 70's. Around that time, they were asked to teach religion classes to LBSA clients at the First United Church of Christ (UCC) in Northfield. They enjoyed getting to know the clients and developed some strong connections that lasted years. "Later when we found out that Laura Baker was going to host a Thanksgiving Dinner and needed volunteers" Sue said, "it was automatic."



In addition to the friendships with LBSA clients they made, Sue and Jerry's volunteer spirit was inspired by several influences. Sue's mother, Verna Johnston, advocated for individuals with developmental disabilities much of her adult life, working through local and state organizations as an active officer and board member. Sue had a great relationship with her sister, Jeanette, who had a developmental disability. Sue also credits her husband Jerry (who passed away in 2016) for being "community-minded and always willing to jump right in and help whoever needed it." Sue and Jerry have passed their service mindset on to their three children and eleven grandchildren. In most years, you'll find three generations of Odettes volunteering on Thanksgiving Day. For a period in the beginning there were even four generations attending at the same time. "Verna came to Thanksgiving the first 5 or 6 years," Sue recalls. "She lived to be 103."

"I couldn't wait until I turned ten, so I was old enough to help," says Sue's granddaughter, Emily Holter (now 28) who has yet to miss an LBSA Thanksgiving Dinner. In addition to Sue and Emily, frequent volunteers at the LBSA Thanksgiving Dinner have been Sue's daughter, Lori, Emily's sisters Anna & Rachel, Emily's cousins Alex & Jacob, and now Emily's husband, Jared. "I told Jared when we got married that volunteering on Thanksgiving at LBSA was a requirement," Emily shared with a laugh. Jared is now the "coffee guy."

"It's an amazing place. Jeanette would have loved living here." Sue shares why volunteering at LBSA on Thanksgiving has become such an important family tradition. She adds, "My relationships here have made me a better person; not taking things for granted and appreciating the smaller things in life."

So how long will this tradition continue? "For sure my kids will be doing this," Emily adds without hesitation. "It's our Thanksgiving celebration."

The “Art” of Community Building



L AURA BAKER BELIEVED that an important part of her students’ well-being was community acceptance. Acceptance comes with education and familiarity. At a time when many individuals with developmental disabilities were separated from society in large institutions, Laura Baker’s vision was revolutionary. In the early days, Ms. Baker used the arts as a platform to help her students get to know neighbors and townspeople, helping her students feel part of the community where they lived. She utilized music therapy and would often host music performances for the broader Northfield community.

More than 120 years later, LBSA’s Creative Arts programming is alive, well and seeking new collaborations. Music Therapist Jenny Solar and Arts Specialist Bridget Novak ensure that Ms. Baker’s legacy of using the arts to facilitate community engagement endures.

Bridget started at LBSA as the Arts Specialist in October 2018. As part of her role, Bridget facilitates different art sessions and projects within the various LBSA houses. Thanks to a grant from the Groves Foundation, Bridget has also been developing new collaborations with community artists and organizations in the area. In January, Bridget organized a Paint Night for LBSA clients and members of the Northfield Union of Youth. The session

featured the group painting together on a giant canvas. Bridget hopes to continue this collaboration in 2019.

Collaborations are reaching beyond the studio arts. Earlier this year, Bridget contacted Northfield Poet Laureate, Rob Hardy, to bring poetry to LBSA clients. Rob has worked in several LBSA houses

already and plans to do more. Typically, Rob will read a poem out loud to clients as a warm-up exercise. From there, they pick an idea or concept and LBSA clients will share words and phrases. Rob then takes their feedback and turns



it into a poem. In one recent session, Rob read the poem they created together back to the group and one of the residents responded, “that was really beautiful.” From Rob’s perspective, poetry can positively impact wellbeing. “For some people it’s a way of holding on to humanity.”

Thanks to a grant from St. John’s Lutheran Church, LBSA began facilitating monthly arts events at the church. The focus of these events is to build community through arts-based activities. Jenny, who started at LBSA in October 2016, helped launch the collaboration last April. Each event has a different theme, integrating some type of music or art. Past events have included instrument night, karaoke, caroling, music & art technology, painting, valentine making, and music games. Attendance has grown in recent sessions and Jenny enjoys the spontaneity of the events. “During our valentine making, we were singing ‘Love Me Tender’ as a group and Mark (a client who loves Elvis) got up and started dancing with his staff.”

Collaborating with other artists and community members has multiple benefits. It’s a great way to provide a wider variety of experiences for LBSA clients. Bridget says, “Bringing in a new person can get you out of a rut or routine.” She adds that new community members and artists bring new experiences that can stimulate individuals’ brains in different ways. These experiences also provide an opportunity for members of the community to get to know LBSA clients, helping to break down stereotypes and myths.

Thanks to Jenny, Bridget and the generosity of community artists and organizations, Laura Baker’s vision of community building through the arts continues. More than 120 years later.

LOVE

Love is blooming
coming alive
birds are singing
snow melting
warmth —
baby rabbits outside the window
rain cleaning the earth
seeds growing into flowers
bumble bees come to visit.

...

A poem by Aldrich House and Rob Hardy



Board of Trustees



GREG CLOSSER, *President*, joined the Board in 2011. He recently retired as 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.



KENT HOLDEN, *Treasurer*, is a lifelong resident of Northfield and is President of Holden Farms. He has been associated with LBSA for over 40

years. During this time, he developed a friendship with one of the the people we support and now serves as his legal guardian. Kent believes he benefits more than he gives by being connected here. He and his wife, Heloisa, have supported LBSA in countless ways over the years.



MATT SEWICH joined the board in 2018. Matt is currently a partner at Heartman Insurance. Prior to joining the board, he and his wife, Jessica, had volunteered

countless hours to the organization. Matt is proud to follow in his parents' footsteps of longtime service to LBSA. Matt believes in the organization's mission and the amazing work it does on behalf of its clients.



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 with LBSA.



RUTH NEUGER has served on the board since 2013. She is a print consultant at Engage Print in Northfield. Ruth and her husband, Dave,

have three children, two daughters-in-law and one grandchild, and are active volunteers in the community. Ruth looks forward to influencing community members to participate with LBSA.



MARIAH JACOBSEN

joined the board in 2017. She is Corporate Counsel for Northern Tool & Equipment. Mariah and her husband, David, have three young

children and live in Northfield. Mariah is passionate about social justice issues. She is inspired by Laura Baker’s advocacy work and its mission to encourage its clients to live fulfilling lives.



MARY CLOSNER is a Northfield resident who joined the Board in 2018. She has been a volunteer for LBSA in many different roles over the years. She brings

a bright, creative energy and a strong network of connections from her years as a local store owner and active community member. Mary is especially interested in spreading the word about LBSA to lots of new potential volunteers!



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.



BARB ANDERSON joined the board in 2016 after retiring from work as a Principal Attorney Editor at Thomson Reuters in Eagan, Minn. She

and her husband, Kurt, have two adult children. She is honored to serve people with developmental disabilities and their families as a board member.

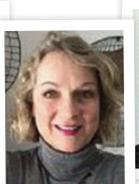


MATT CHRISTENSEN

joined the board in 2016. He is a Commercial Risk Advisor at WA Insurance Group/Winona Agency. His wife and two daughters live in Rochester,

where Matt also is a basketball coach at Rochester Community and Technical College. He believes some of the kindest souls are some of the most vulnerable.

Outgoing Board Members

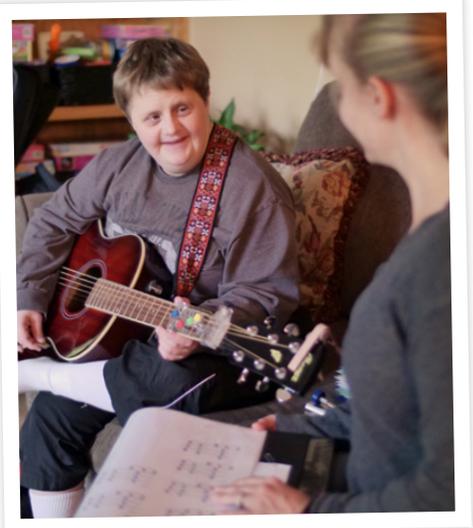


DENNIS BERRY

MARGARET CLOUD

JULIE THORSHEIM

Thank you for your service!



Our Good Neighbors 2018

Every year we participate in the Good Neighbor Banquet, a regional event recognizing people who are good neighbors in their communities to people with developmental disabilities and the organizations that support them. This year, we recognized Mike & Kenna Schulz and St. John's Lutheran Church.

Mike & Kenna Schulz

Mike and Kenna Schulz have made Laura Baker Services Association their “thing”.

The Schulzes first got connected with LBSA back in the early 2000s. Their family business, Schulz Electric Inc., was contracted to perform some electrical work at one of our cottages undergoing some remodeling. Over the years Mike and his staff made an effort to get to know our clients. Soon the Schulz Electric staff became familiar faces around LBSA.



Kenna began volunteering on our LBSA Gala auction committee and has been the chair of that committee for five years now. During this time, Kenna has spent hours and hours organizing meetings, asking for donations, recruiting committee members, and helping out in many other ways. Over the years that Kenna has been involved, we have raised over \$120,000 at our Gala's silent and live auctions!

Schulz Electric has been a sponsor of our Gala and Golf Tournament for many years. You will see Mike and Kenna at virtually every LBSA fundraiser, and they have introduced many friends to LBSA over the years. In recent years, the Schulzes have gotten their kids involved in volunteering at LBSA events. For Mike and Kenna, service and volunteering aren't a part time hobby, it's a lifestyle. They have involved their business. They have involved their children. They have involved their friends. Mike and Kenna are a valued part of the LBSA community.



St. John's Lutheran Church

The St. John's congregation has been neighbors to, and with Laura Baker clients and LBSA for over 40 years. Clients have been members at St. John's; pastors from St. John's have served on the LBSA Board of Trustees, and many St. John's members have been and are donors, volunteers, and friends of LBSA clients.

Over the years, St. John's has hosted our choir, has offered LBSA the opportunity to talk about our challenges at their adult forums, and has hosted special forums on topics such as respite care and family support, to help share our messages and needs with the wider community.

As a part of its Sesquicentennial celebration in 2017, the church pledged to work with LBSA staff and clients to develop intentional friendships between parishioners and clients. Conversational prompts were developed for Wednesday night meals, to encourage St. John's members to connect with each other, and with LBSA clients. We held relationship building classes on Sunday morning—how do we develop relationships with anyone? And what might we do to ensure people with disabilities are included? Now, LBSA clients attend Wednesday night dinners. Our Creative Arts staff hold monthly creativity sessions for St. John's members and LBSA clients, as an

additional way to build relationships. For clients who have difficulty with sensory stimulation in large groups and spaces, we are working to connect through technology. LBSA is fortunate to have St. John's Lutheran Church as a partner.



Thank you to our donors!

Annual Giving Fund

\$5,000 and up

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 Brick Oven Bakery
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 Cannon Valley
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 Cannon Valley
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 Fette Electronics
 Fielder's Choice
 Tap & Table
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 Eco Gardens
 Professional Pride
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 Jeff & Karna Hasse
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 Mainstream Boutique



Makeshift Accessories
 Martha's Eats & Treats
 Minnesota Twins
 Baseball Club
 NAPA of Northfield
 Northfield Golf Club
 Northfield Inn
 Northfield Olive Oils
 & Vinegars
 Northland Pest
 Control
 Ole Store Restaurant
 Paper Petalum
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Lukas Anderson &
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Anonymous

*In Honor of Connie
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*In Honor of Matt
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 +LBSA Board Member

Statement of Unrestricted Activities



STATEMENT OF ACTIVITIES FOR THE YEAR ENDING DECEMBER 31, 2018

Support and Revenue

Client Services	\$ 4,827,079
Donations	412,068
Other Income	307,428
In-Kind Donations	16,343
Net Gain/(Loss) on Investment	-12,721

Total Support and Revenue **\$ 5,550,197**

Operating Expenses

Salaries & Benefits Client Care	\$ 3,485,182
Client Program Expense	256,283
Transportation	19,621
Contracted Services	231,552
Housing	715,239
Food	191,769
Other Client Care Expenses	154,839

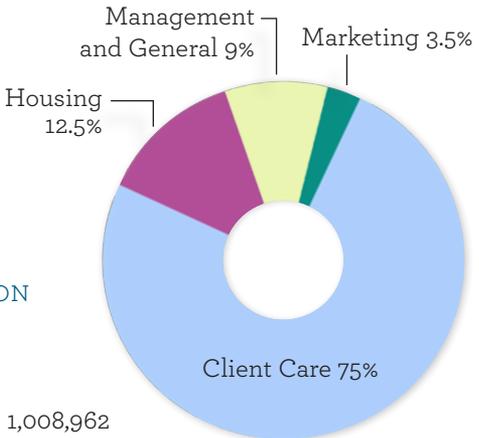
Total Client Care Expenses **\$ 5,054,485**

Management and General	\$ 521,654
Marketing & Events	220,785

Total Support Services **\$ 742,439**

Total Expenses **\$ 5,796,924**





STATEMENT OF FINANCIAL POSITION
as of December 31, 2018

Assets

Current Assets	\$ 1,008,962
Investments	334,867
Building and Equipment (Net)	4,402,623
Total Assets	\$ 5,746,452

Liabilities

Current Liabilities	\$ 590,830
Long Term Liabilities	1,092,415
Total Liabilities	\$ 1,683,245

Net Assets

Unrestricted Assets	\$ 4,063,207
Temporarily Restricted Assets	—
Total Net Assets	\$ 4,063,207

Total Liabilities and Net Assets	\$ 5,746,452
---	---------------------

2018 financial results audited by LB Carlson, LLP



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