

# Choices

Community

RESPECT

# Dreams

Relationships

Excellence

Interdependence

# Inspiration

# Fulfillment

2019 ANNUAL REPORT



## LAURA BAKER

SERVICES ASSOCIATION

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

## LETTER FROM THE BOARD PRESIDENT



Dear Friends,

This year is a good lesson for all of us. We don't have near the control over our circumstances as we thought we did. A world-wide pandemic gave all of us a lot of things to worry about. However, in many things that we see as tragedies and terrible events, there can be a positive side, a silver lining that we choose to see. We see people pulling together to fight a common problem, and in the process, we remind each other of our common humanity. Even the nightly news includes more feel-good stories about how people selflessly help each other during this pandemic. This disruption of normal life is "a time to choose what matters and what passes away, a time to separate what is necessary from what is not."

All of us are called to row together, each of us needing to comfort the other. The individuals and families that LBSA serve need our comfort and our support. They live, play and work in our community, but are among the most vulnerable and powerless in that community. I read somewhere that; "The role of the powerless is to evangelize the powerful." In comparison to those served by LBSA, we are indeed the powerful. If they cannot rely on us, then who?

I hope that our own suffering and sequestering has given us more empathy for those who have even less control over their lives. I hope our reliance on health care workers makes us appreciate those that provide direct care for our clients. I hope you continue to support LBSA and the clients they serve with your time, talent and treasure. I hope you believe that you are making a difference. Hope binds us together and together we make hope come true. Thank you all for all that you have done in the past and coming years for this organization and the clients we serve.

— Greg Closser

## NEW PERSPECTIVES. NEW HOPE.

It's difficult to reflect on a year past as we are navigating sea change in our current environment.

2019 was a year marked by change: planned improvements to programs, deaths, client moves, staff members moving on. As someone who embraces change, (one of my StrengthFinders strengths is Adaptability), it's been a lot. So I can only imagine what people who prefer measured change must be feeling. Because I've been feeling changed out. Hoped out.

What kept me, keeps me moving forward in the midst of all of this, are the beacons of hope I encounter.

This was true in 2019, and I expect it to be true in 2020.

Those beacons of hope are included in our accomplishments, reflected elsewhere in this annual report. Those beacons of hope will be our lodestars as we move forward every day. They're the neighbors who are kind, the community members who look to provide help and support, our board members, and our staff members, who put themselves on the line every single day.

I hope that we emerge from our current crisis with a better understanding that we ALL matter, and that the most important people among us are those who serve every day. Our direct support staff and household directors. Our kitchen staff. The grocery store clerk. The coffee shop barista. Truck drivers and delivery people. Farmers. Garbage collectors. Nurses. Doctors. Manufacturing line workers.

In today's world, who can go home and not be missed? Who is essential?

I believe in 2020 we will emerge with a better understanding that we all have value, and that our shared sense of purpose and need will mean new perspectives. Those new perspectives will breed hope, and an understanding that, as Paul Wellstone famously said, "We all do better when we all do better."

We move forward from 2019 to 2020 looking for the beacons of hope, being the beacons of hope, in a world too often filled with division and derision for the other. We want to be a beacon of hope and we invite you to join us.

— Sandi Gerdes



# Dennis



## DENNIS THRIVES ON ROUTINE AND PREDICTABILITY.

Over the last nine years, Dennis has developed new routines at his quiet cottage on Oak Street. His five housemates and support staff have become part of his family. Dennis' parents, Brent and Tobi, are pleased with Dennis' current living situation. "You can tell he's happy, because he smiles and hums a lot." As is often the case for someone with a developmental disability, finding the right place to live, with the appropriate level of support, can be challenging.

For Dennis, the journey began at age two when Brent and Tobi began to notice something wasn't quite right. Dennis wasn't saying any words, and began to display some unusual behavior: he would compulsively flip light switches on and off, run laps across the house and crash into walls, and repeatedly jump from very high places. One day when they picked him up from the childcare area at

their health club, one of the childcare workers asked Tobi: "Have you considered having him evaluated?" Tobi says her initial reaction was, "Evaluated for what?!". Soon after that, Brent and Tobi reached out to their pediatrician, who referred them to a variety of specialists, including medical professionals, their county developmental disabilities department, and the local school district. At age 3, Dennis was officially diagnosed with autism.

Dennis participated in early childhood special education until age 6, then attended a special ed program at his neighborhood elementary school. The school years were difficult, and Dennis' behavior became increasingly challenging due to many factors, including the chaotic environment, lack of predictability, and inconsistent staff from one year to the next. Dennis stayed at his elementary school through age 13 in order to completely avoid the typical transition to middle school.

When it was time to look for a new school program, Brent and Tobi toured several programs inside and outside their district, but none appeared to be the right fit for Dennis. A school administrator suggested one more tour: Laura Baker School in Northfield. The small school and quiet environment seemed perfect, and the Laura Baker School staff were confident they could meet Dennis' needs. Beginning at age 14, Dennis lived at home with his family and attended Laura Baker School. Dennis responded positively to his new program almost immediately. "He was out the door every morning like he couldn't wait to get there!," recalls Brent.

As the years passed, Brent and Tobi became more familiar with the Oak Street campus, and began to inquire about residential services. They didn't feel quite ready to move Dennis out, but they were also "...starting to feel like we can't do this forever..." A few months later, when Dennis was 19, they were notified of an opening.

Brent and Tobi, together with LBSA staff, developed a unique transition plan with the goal of maximizing predictability for Dennis. Brent spent the first three nights on an air mattress in Dennis' room to help establish evening, bedtime, and morning routines. Tobi would come after school to help solidify the afternoon routine. After three weeks, Brent and Tobi had faded out, and the transition was complete. They wondered if the staff would be able to handle Dennis, and expected them to call saying: "Guys, it's not working out." That call never came.

Brent and Tobi laugh as they reflect on everything involved with Dennis' transition. "They (LBSA staff) probably thought we were nuts. To this day, we all still talk about how remarkable and smooth the transition was."

Brent and Tobi say that working together with LBSA staff has always felt like being part of a team. They say much of the credit for Dennis' success goes to Household Director, Zelene Castano and Senior Residential Counselor, Kathy Bromley. They have each worked with Dennis for his entire time at LBSA.

Today Dennis enjoys attending his day program in Apple Valley five days a week. He especially loves the art programming there. He also enjoys spending time with Mom and Dad, who visit often. Dennis attends an adaptive karate class on Saturday mornings. He also loves hiking, biking, and eating



*Kathy and Dennis at the LBSA Dinner Theater*

out at familiar restaurants. "We can't envision him anywhere else," say Brent and Tobi. "He wakes up happy. He goes to bed happy. It's a beautiful thing."



*Spirit of Laura Baker Award Recipient 2019*

## Jorie Beyer

JORIE SEES EACH CLIENT as an individual person. She focuses on their strengths and interests and aims to help each person grow in a positive way. Jorie advocates for her clients to have opportunities to achieve their dreams and goals. Whether it's a challenge provided by an individual situation, or an organizational policy or practice that creates a barrier for a client, Jorie will gently ask the question or raise the issue.

In her over seven years at LBSA, Jorie has worked in a variety of roles. She has earned the trust and respect of LBSA leadership, co-workers, and guardians and maintains incredible and meaningful relationships with the clients she supports. Jorie exemplifies the LBSA mission through her positivity, client-centeredness and thoughtful leadership.

Thank you Jorie for your dedication and hard work. We are thankful you are part of the LBSA team!

*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.*

## Ruth & Dave Neuger

**R**UTHIE AND DAVE NEUGER have been involved with the Association for years, as donors, volunteers, and service vendors. Ruthie is a member of the board of trustees and serves on the trusteeship committee. She introduces people to the Association regularly and encourages them to become involved. She continues to gently and kindly encourage and explain why someone's support is necessary, and how involvement will benefit them. There's no hard sell. Ruthie is also a mentor for new board members, making sure they get acclimated and their questions get answered.

Together, Ruthie and Dave are generous donors and community members. They introduce staff



members, family members, and others to the Association. Their associates are far and wide; they find innovative ideas for engaging people. If one idea doesn't open an interest, additional avenues are explored. As an association, LBSA partners with Neuger Communications Group. Dave and Ruthie's commitment to LBSA extends into our vendor relationship. The value of our partnership regularly goes beyond what we pay. Ruthie and Dave are a valued part of the LBSA 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.*



SARAH IS FULL OF SURPRISES. Sarah loves to laugh, loves music, and has a great sense of humor.

Sarah is an example of someone who isn't defined by the label she has been given. According to her mom, "She's very social which isn't always typical of people diagnosed with autism." She adds, "She just loves people."

Many of us might find it difficult to smile and laugh if we had to overcome some of the obstacles that Sarah has in her life. When Sarah was 6 months old, her parents realized that something wasn't right. She wasn't developing properly, and she had a difficult time eating and gaining weight. She didn't start walking until she was three and half and required a feeding tube up until middle school.

Sarah's parents also noticed early on that Sarah had difficulty verbalizing. "The words didn't really come," her mom recalls. "Her receptive language is strong, but her expressive language is not. Today she speaks in one to two-word sentences."

The fact that Sarah has difficulty expressing herself with words surprises people when they get to know her and realize how much she understands. Molly Halls, who provides direct support to Sarah, says that Sarah's transformation is one of the most amazing things that she has witnessed in her 12 years of working at LBSA. "For the first couple of months we were afraid that we couldn't figure her out. She was acting like she's not paying attention. Then at the exact right time she will make a comment that shows her sense of humor."



# Sarah

Transitions can be challenging for Sarah. Situations where she is having to move through crowds of people can be disruptive. Getting on and off a bus may take time and repeated encouragement from others. Knowing this you might think that Sarah's transition to her new home at LBSA would have been difficult. Surprise. Sarah's mom laughs, "It seemed like it was much easier for Sarah than it was for me." LBSA staff supported Sarah through her transition to her new home gradually. At first, she would visit her new house for a few hours each day. Then an overnight. Then every night.

Sarah's parents and staff have been amazed at Sarah's ability to connect with other people given some of the verbal challenges she's had to overcome. Today, with the support of LBSA staff, Sarah

lives with her three housemates in a quiet Northfield neighborhood and is thriving. She works at EPIC Enterprise Inc., eats meals with her housemates, and enjoys outings to go shopping. Sarah's mom says having a safe place with supportive staff help her and her husband "feel like we're leaving her with family. The staff... we just can't say enough good things about them."

At this year's LBSA Gala, Sarah performed with the LBSA choir; smiling, singing, and dancing. According to one staff member, "She looked like she was having the time of her life." Molly says when she found out that Sarah recently joined the LBSA choir, "I couldn't believe it. Nobody thought that was possible when she first moved in."

Surprise.

# 2019 Accomplishments

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**O**UR 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 2019, we were able to achieve many significant accomplishments. Here are a few highlights:

## Organizational Culture:

- The LBSA Health Team converted to an electronic medical filing system on Oak Street Services campus reducing duplicate documentation and medication errors.
  - Thanks to a grant from Northfield Hospital & Clinics, we began the second year of our Healthy Eating Initiative. We did another round of modifications of our Oak Street Services menus and continue with individual healthy eating goals in our six community homes.
  - We made progress on our technology goals by installing a new server and beginning Phase II of our data warehouse project which will allow us to collect and analyze key organizational data for improved business and programming decisions.
  - We hosted educator, author and advocate, Katie Thune to conduct three sessions with LBSA staff on *Supporting Our Clients in Relationships, Boundaries and Sexuality*. We trained staff members to present additional sessions where clients, staff and families attended.
  - We created a new student position on the LBSA Board of Trustees and welcomed our first ever member in that role, St. Olaf senior, Julissa Campos.
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- Thanks to a donation from Eugene & Mary Anne Dietz, we created the Gary Martin Memorial Scholarship. This scholarship will award \$500 annually to an LBSA staff member who is working on a degree, certificate or certification program.
  - In September, we hosted an Advocacy Champions gathering to discuss our policy campaigns for upcoming legislative sessions. We focused on advocating for more affordable housing options and adequate compensation for direct support staff.
  - We received a “Top Rated Nonprofit” designation from Great Nonprofits and a Gold rating from GuideStar.
  - We set a fundraising record at our 24th Annual LBSA Gala in December at Carleton College raising over \$220,000.
  - Thanks to a grant from the Otto Bremer Trust and the generosity of the LBSA community we were able to exceed our 2019 fundraising goal by over \$20,000.

## Programming:

- In program satisfaction surveys distributed annually to client's care teams, Community Services achieved 96.6% "satisfied" or "very satisfied" ratings to questions on a five-point rating scale and Oak Street Services achieved a 93.2% rating.
- Thanks to a Family Support Services grant from the Astrup Family Foundation we hosted 11 "Saturday Fun" respite events for individuals with special needs. Executive Director, Sandi Gerdes facilitated four quarterly Family Support meetings to discuss potential service solutions for individuals with developmental disabilities.
- Music Therapist, Jenny Solar, facilitated 89 individual and 53 group music therapy sessions for LBSA clients. The LBSA choir performed seven times throughout the year.
- Arts Specialist, Bridget Novak facilitated 80 art groups for LBSA clients.
- We contracted with the Cannon Valley Special Education Cooperative to offer music therapy and art services to their SUN Program students.



## Collaborations:

- Thanks to a grant from the Groves Foundation, Bridget Novak expanded our arts programming for LBSA clients by collaborating with several local artists including Northfield Poet Laureate, Rob Hardy, artist and filmmaker Cecilia Cornejo, and local artist and art educator, Angie Ekern.
- In partnership with St. John's Lutheran Church we hosted 11 creative arts events to promote community building through arts-based activities.
- In partnership with EPIC Enterprise Inc., Northfield Works and the Rotary Club of Northfield, we hosted a session in May on employing people with disabilities for prospective hiring employers.
- We collaborated with the Community Action Center of Northfield to develop an Employee Resource Counselor position to support LBSA staff.
- We partnered with Northfield Public Schools to offer our second year of a Direct Support Services class at Northfield High School.



# 2020 Organizational Goals

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**T**O BEST SUPPORT people with intellectual and developmental disabilities and their families, and help them reach their goals, we must set lofty 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 to 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 and staff to move forward with their own goals.
- We are partnering with Three Rivers Community Action Center to develop Spring Creek II, an affordable housing development that will include space for people with disabilities.
- We are exploring the creation of additional service arms within the organization to help fill gaps in the intellectual and developmental services industry and create revenue diversification for LBSA.

- We will begin the next phase of our Data Warehouse Project by identifying specific health metrics and building out an automated process for analyzing key data points.



- We will focus on the professional development of our staff by offering leadership curriculum and additional learning opportunities.
- We will address our public policy initiatives by partnering with KYMN radio to develop a PR series highlighting the intellectual and developmental disability industry.
- We will raise \$537,075 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.





## Abby Grismer

### Volunteer Spotlight

*“I’m hesitant to call it volunteering.”* - ABBY G.

FOR ABBY GRISMER, volunteer work is not work. It is something she loves to do. “I feel like the sales pitch for volunteering is always to do it because you’ll be making a difference in people’s lives; but it’s more like they are making a difference in my life.”

Volunteerism runs in her family. Abby’s mom has been very involved for years as a softball coach and board member with the Special Olympics in Rapid City, South Dakota. Abby started following in her mother’s footsteps at a young age by helping on the Special Olympics softball team. In addition to Special Olympics, Abby volunteered throughout her high school years at the local hospital and helped out with events at her church.

It’s no surprise that soon after Abby arrived as a Freshman at St. Olaf a couple of years ago, she connected with the St. Olaf Special Olympics Club and began volunteering. Soon she got connected with LBSA’s College Buddies program where she met Tonya. The time Abby spends with Tonya and her housemates continues to grow, from occasional visits freshman year to almost every Thursday during this current year. She has also encouraged other St. Olaf students to get involved with LBSA. In December, Abby recruited a group of her fellow student athletes to park cars at the LBSA Gala. She also plans to help strengthen what is now the St. Olaf /LBSA College Buddies program. “That is next year’s project,” she adds with a smile.

LBSA Household Director, Lisa Schmidt, is impressed with Abby’s hard work and dedication. From Lisa’s perspective, “She isn’t just doing this because she needs something to put on her resume. She’s doing this because she wants to, because she loves it!” Abby simply enjoys spending time with Tonya. Whether its playing UNO or doing art, Abby appreciates the time together. “She is just so thoughtful and caring.” Abby adds, “You think initially that people like Tonya might have the mind of a child. Then they do or say something that is so wise.” Abby shares a story about making valentines at the LBSA valentine making party. “Tonya kept grinning, telling me not to look.” When Tonya handed Abby the card, it said, “Love is the best word that there is.” Abby has a picture of the card on her cell phone.

Abby is finishing her Junior year at St. Olaf on a pre-med track with a biology major and a neuroscience concentration with a potential future as an occupational therapist. While she isn’t completely certain of where she will work or in what role, she knows she wants to work with people with mental illness or developmental disabilities, perhaps specializing in helping people with autism or down’s syndrome. She adds, “They are my people.”

LBSA is fortunate to have young, dedicated, compassionate people like Abby in our LBSA community. As Lisa says, “The world would be a better place with more Abby Grismers.”



*Pictured left to right: Elizabeth Garcia, Lorna Kottke, Terri Anderson and Amanda Fox*

## *Meet the LBSA Health Team*

**M**ANY LAURA BAKER SERVICES ASSOCIATION (LBSA) clients have unique physical and/or mental health concerns above and beyond the challenges of dealing with a developmental disability. Managing multiple health concerns, some of which are very complex, requires careful attention to detail, communication and coordination among all LBSA staff.

The important work of coordinating and supervising the health-related support needs for the 30 Oak Street Services (OSS) clients is the responsibility of Amanda Fox, RN, Terri Anderson, RN Nurse Consultant, Lorna Kottke, LPN and Health Care Liaison, Elizabeth Garcia. Together they focus on

providing what Amanda describes as “complete care,” ensuring that each person receives the appropriate support to maximize his/her personal, physical, emotional, and mental health.

Every member of the team has a role to play. Amanda oversees all health, triage and learning needs for OSS clients. This includes ensuring that OSS staff are fully trained on any health-related issues. Amanda is also on-call to help in crisis situations that arise. As a nurse consultant, Terri gives guidance on training policies, procedures, ensuring adherence to licensure requirements and also serves as the primary health consultant for the 24 Community Services (CS) clients. Lorna is responsible for nursing physicals,

medication screenings, health care summaries and is also the final check point for certifying LBSA staff to pass medications. Elizabeth manages all appointments, scheduling, transportation and documentation for OSS client's health care providers.

To accomplish everything that the Health Team is responsible for requires efficiency and hard work. Director of Oak Street Services, Nicole Laudont, is amazed at how seamlessly the Health Team works together and how much work they get done. "They accomplish so much in a very little amount of time." Nicole adds, "They're incredible." Not only is the team able to accomplish a lot, but according to Executive Director, Sandi Gerdes, "They are professional and personal, passionate and determined."

Over the years, the Health Team's duties have evolved as LBSA clients have come and gone. Several younger clients that have recently moved to LBSA have new issues that the Health Team hasn't dealt with before. LBSA has several older clients who are aging which brings with it more physical health issues that need to be addressed. The team has even done hospice in recent years.

The Health Team is currently working on is the transition to paperless records. This requires establishing electronic communication with the various health care providers and ensuring that all the

client health information is captured in LBSA's electronic database. The transition can be complicated as the process needs to ensure compliance with confidentiality and other licensing requirements. The goal is to become more efficient and reduce any errors or confusion created by transcribing data manually.

The LBSA Health Team has a lot on their plate, but they make it look easy. They are fueled by each other's sense of humor, willingness to help the team, and abundant memorable moments with LBSA clients. These memories replenish each team member's enthusiasm for the important work they do. Terri recalls an interaction from years ago with a client who is non-verbal. "She had an ear infection and she let me irrigate her ears which was amazing because this can be very uncomfortable." Terri then returned a week later to follow up and check on her and the client put her head on my shoulder. Terri smiles and says, "It was her way of saying thank you for helping me."

When asked Why do you enjoy working at LBSA, Elizabeth responded, "Because I know day to day, we are making a difference."

Thank you, Health Team, for your commitment and for the compassionate care you provide!

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*Thank you for your service!*



**JULISSA  
CAMPOS**

**BOARD MEMBER SPOTLIGHT**

In the long history of Laura Baker Services Association, the organization has never had a student serve on the LBSA Board of Trustees. That all changed in August 2019 when St. Olaf student, Julissa Campos, an environmental studies and studio arts major from Chicago joined the LBSA Board.

“We wanted to be able to capture some of the amazing minds and hearts we have in our student community,” says Executive Director, Sandi Gerdes about the decision to add a student to the LBSA board. “We also want to give students an opportunity to learn about board service.”

Julissa first heard about the prospect of serving on LBSA’s board from her academic advisor. As a senior, Julissa has been pondering her future career plans after college and the opportunity to serve on a nonprofit board seemed like a great fit with her goal to run her own non-profit

organization someday. After submitting a cover letter and participating in two rounds of interviews, Julissa was selected.

In addition to learning about how a non-profit organization runs, serving on the LBSA board has taught Julissa the importance of having board members with differing perspectives. She says she has learned a lot from being a part of the LBSA board discussions. Julissa has been interested in seeing different mindsets come together to generate new ideas and solutions. Julissa describes the LBSA board as engaged and compassionate. “They are much more involved than I would have originally thought.” She adds, “It’s been amazing to see how much they care about LBSA employees and the organization.”

Thank you, Julissa, for being a trailblazer and for your service as LBSA’s first student board member!

## Our Good Neighbors 2019

*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.*

# IMMINENT BREWING

Every time we ask Imminent Brewing's owners, LAURA and DEREK MEYERS for assistance, they come through with an enthusiastic yes. During the three years they've been in business, Imminent Brewing has made numerous item donations, have hosted our Flannel Gala fundraiser twice, and have attended and sponsored our December Gala. We estimate that their support has helped raise nearly \$50,000 for Laura Baker Services Association.

For all that they have given and continue to give to Laura Baker Services and other organizations in town, perhaps their biggest contribution to our community is the atmosphere of belonging and inclusion they have created. A place where everyone feels welcome. At Imminent Brewing on any given night, you will see LBSA donors there. You will see LBSA board members there. You will see LBSA employees there. You will see LBSA clients and their families there. Together.



Imminent Brewing is often referred to as “Northfield’s Living Room.” And rightly so. Everyone is accepted and everyone is free to be themselves. We are honored to acknowledge Imminent Brewing, and their owners, Laura and Derek Meyers, with a 2019 Good Neighbor Award.



# KENT HOLDEN

**K**ENT embodies the definition of what it means to be a good neighbor. He's the kind of person you want as your neighbor and friend. For over 40 years, Kent and Doug have been friends. Over the years, they've spent many hours together, going to basketball and football games, going out for dinner, and hanging out. When Doug's guardian couldn't continue in that role, Kent stepped up and agreed to serve.

Kent has become friends with the other guys in Doug's house. Friday night dinners at Perkins include Bobby and Jim too.

Kent hasn't been a friend because he gets awards or accolades; he does it because he enjoys the time with Doug and the guys.

Kent and his wife Heloisa are generous with their treasures. Every year, through his business at Holden Farms, Kent donates the turkeys prepared for LBSA's Community Thanksgiving Dinner. He now serves on LBSA's board as treasurer. Kent consistently looks for meaningful ways to engage and help. We are honored to acknowledge Kent with a 2019 Good Neighbor Award.

# Thank you to our donors!

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**\$5,000 and up**

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**\$500 to \$999**

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 Dianne Kyte  
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 Services  
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**\$250 to \$499**

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\*LBSA staff

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**Anne & Bill Arndt**  
Jean Bloom

*In Honor of*  
**Ava Muench**  
Clint & Michelle  
Muench

*In Honor of*  
**Aaron Rothmeyer**  
Stephanie Stanton

*In Memory of*  
**Bernard Boreno**  
Richard & Jeanie  
Deplazes

*In Honor of*  
**Bob Gilbertson**  
Steve & Leia Simon

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Constance  
Thompson  
Richard Water  
Wayne &  
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Gerald Williams

*In Honor of*  
**Carolyn Zastera**  
Jody Zastera

*In Memory of*  
**Connie Berg**  
Sandra Gerdes

*In Honor of*  
**Dave & Ruth Neuger**  
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Neuger Family  
Foundation

*In Memory of*  
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**Kit Brady**  
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Deena &  
William Furry  
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Beth Bassett  
Dennis & Beth Berry  
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Becky Boling &  
Douglas Green  
Dave & Sue Bonner  
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Winston &  
Beryl Churchill  
Clifford &  
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Elizabeth Coville  
Bill & Laurie Cowles  
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Mary Carlsen &  
Peter Dahlen  
Jennifer Edwins  
Sharla Fett  
Michael Flynn &  
Angelica Dietz  
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Reid Hansen  
David & Karen  
Herseth Wee  
David &  
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Elaine Hope  
Bill Huyck  
Carol Irwin  
Jan & B. Lynne  
Gasterland  
Carolyn Jennings  
William Jokela  
Joann Jorgensen  
Robert & Ann Marie  
Knutson  
Sue Kuzma  
Loren &  
Elizabeth Larson  
Tim & Tami Little  
John Porter &  
Anne Loomis  
James &  
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Marilyn Matta  
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Mark Shepard &  
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Sue Shepard  
Jan Shoger  
Andrei & Wendy  
Sivanich  
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Samuel &  
Deborah Stern  
John &  
Virginia Street  
Paul & Judy Tarabek  
Rise Thibodeau  
Bruce & Alice  
Thomas  
Dr. Rick &  
Marlene Vanasek  
Gary & Linda  
Wagenbach  
Dewayne &  
Theo Wee  
Michael & Candace  
Wilkenson  
Helen Woehrlin

## Thank you to our Legacy Club members!

Bob & Barbara Bonner  
Greg & Patty Closser

Dr. Dave & Cheryl Buck  
Brent & Tobi Larson

*The Laura Baker Services Association's Legacy Club recognizes households that have stated their intent to include Laura Baker Services Association in their estate plan.*

## Grants

Astrup Family Foundation  
Groves Foundation  
Northfield Hospital  
& Clinics  
Otto Bremer Trust

*Thank you for your support!*

## In-Kind Gifts

10,000 Drops Craft Distillers  
Allure Salon  
Apple Chevrolet  
Buick of Northfield  
Archer House  
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B&L Pizza  
Devon & Kim Barnes  
The Boat Doctor Marine  
Border States Electric  
Brian Graham Salon  
Brick Oven Bakery  
Bridgette Hallcock Photography  
CakeWalk  
Cannon Valley Cinema 10  
Cannon Valley Veterinary Clinic  
Carbone's Pizza & Sports Bar  
Carleton College  
Greg & Nancy Carlson  
Cartime, Inc.  
Champion Sports  
Chapel Brewing  
Chef Charles Plaetz  
Chef Craig Corvela  
Children's Theater Company  
Matt & Elizabeth Christensen  
The Cincinnati Insurance Companies  
Craig & Linda Wasner  
Cub Foods  
Custom Framing Studio  
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Dundas Dome  
Dundas Dukes  
Eco Gardens  
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Fairfield Inn & Suites  
Family Fare  
Fette Electronics  
Fielder's Choice  
Tap & Table  
Forget Me Not Florist  
Mike Fox & Barb Spurrier  
Mary & Pam Franz  
George's Vineyard  
Ruthie Gilbertson  
Goodbye Blue Monday  
Coffeehouse  
Gran Plaza Mexican Grill  
Grand Superior Lodge  
On Lake Superior  
HD Beef Works  
Heartwork Yoga Studio  
Hogan Brothers'  
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Imminent Brewing  
James Gang Coffeehouse  
Jenkins Jewelers  
Judy's Floral Design  
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Community Co-op  
KaBeeLo Lodge  
Keepsake Cidery  
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Northfield Arts Guild  
Northfield Golf Club  
Northfield Lines  
Northfield News  
Northfield Oils & Vinegars  
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Rare Pair  
Red Barn Farm of Northfield  
Red Yeti  
Redemption Restaurant  
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Reunion  
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Linda Rowan  
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Sissy's on 7th  
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St. Paul Saints  
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Steve & Suzy Taggart  
Tandem Bagels  
Three Rivers  
Community Action  
Willie's Shoe Service  
Dr. Duane & Ann Wolf

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Bridgette Hallcock  
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Rich Larson\*  
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Tyler Lemke  
Daniel Lessin\*  
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Listenberger/  
Demas Family  
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Lisa McDermott  
Derek & Carrie Melby  
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Krista\* & Holly  
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## Statement of Unrestricted Activities

STATEMENT OF ACTIVITIES FOR THE  
YEAR ENDING DECEMBER 31, 2019

### Support and Revenue

Client Services	\$ 5,112,244
Donations	532,329
Other Income	315,504
In-Kind Donations	18,314
Net Gain/(Loss) on Investment	69,465
<b>Total Support and Revenue</b>	<b>\$ 6,047,856</b>

### Operating Expenses

Salaries & Benefits Client Care	\$ 3,673,089
Client Program Expense	242,679
Transportation	22,130
Contracted Services	315,428
Housing	673,107
Food	216,170
Other Client Care Expenses	142,636

**Total Client Care Expenses** **\$ 5,285,239**

Management and General	\$ 579,089
Marketing & Events	220,188

**Total Support Services** **\$ 799,277**

**Total Expenses** **\$ 6,084,516**



**STATEMENT OF FINANCIAL POSITION**  
as of December 31, 2019

**Assets**

Current Assets	\$	974,757
Investments		402,563
Building and Equipment (Net)		4,134,607
<b>Total Assets</b>	<b>\$</b>	<b>5,511,927</b>

**Liabilities**

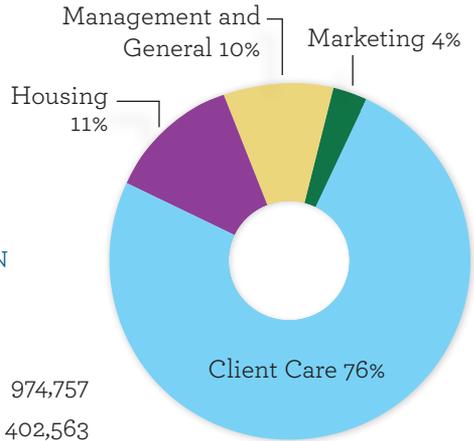
Current Liabilities	\$	601,716
Long Term Liabilities		883,664
<b>Total Liabilities</b>	<b>\$</b>	<b>1,485,380</b>

**Net Assets**

Unrestricted Assets	\$	4,011,400
Temporarily Restricted Assets		15,147
<b>Total Net Assets</b>	<b>\$</b>	<b>4,026,547</b>

<b>Total Liabilities and Net Assets</b>	<b>\$</b>	<b>5,511,927</b>
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2019 financial results audited by LB Carlson, LLP



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