INSPIRING GROWTH

MISSION
Inspires Hope, Healing and Well-Being

VISION
Touchstone Mental Health is an organization of excellence creating innovative, person-centered care with individuals whose lives are affected by mental illness. We transform how services for mental, physical and social health intersect to achieve optimal wellness.
Dear Friends of Touchstone Mental Health,

In 2013 Touchstone saw remarkable changes, best characterized in terms of growth and excellence. We grew in size, with the opening of three new programs. We expanded our services, serving 950 individuals, more than any in our history. We grew in wisdom, with exceptional staff to lead innovative and qualitative efforts. We aligned our strategic principles, which we are excited to share.

In early 2013 we implemented five new strategic pillars within the organization. These areas of focus serve as our guiding principles, areas by which we strive for excellence and measure success. The five strategic pillars and corresponding goals are:

1. **Quality**: We will achieve the best practice outcomes with the populations we serve through the delivery of exceptional programs and service experience.
2. **People**: We will attract, develop, and retain exceptional individuals to advance the evolution of the organization.
3. **Communication**: We will effectively and efficiently communicate with our key constituents.
4. **Finance**: We will continuously improve our financial position to ensure long-term viability.
5. **Growth**: We will meet current and emerging programmatic needs for those who wish to enhance their mental health.

Within the area of quality several items we focused on were clients’ achievement of treatment goals, as well as focusing on physical health: 93% of clients made progress on their treatment goals and 94% had an identified primary care physician. Additionally 97% of clients were satisfied or very satisfied with services they received at Touchstone.

We would not be who we are without our most important asset: people. The strength and expansion of our leadership team is just one distinguishable reflection on the quality of staff who provide innovative, person-centered services every day. We notably achieved 99% employee satisfaction and engagement, an astounding number far exceeding the 90% established goal in our People Pillar.

In terms of finance and growth areas, our agency revenues increased by 24% due, in part, to the opening of three new programs: Home and Community Based Services, Rising Cedar Apartments and the Community Health and Wellness Center. These three programs collectively create long-term, stable home environments and services for individuals with a mental illness and other health conditions, promote independence and community integration, transition into independent living, and provide holistic health and wellness services. We are pleased that the expansion of our programs and staff allow us to serve more individuals and support their physical, mental and social health needs. Along with creating new service areas we continued to ready and position our organization for health care reform and the development of accountable care organizations.

All of these accomplishments, in part, are a result of the generous support of people like you. Your time and donations empower our vision to support the holistic needs of all individuals, whether they have diagnosed mental health conditions or are seeking preventive care to optimize overall wellness. The Touchstone journey involves more than just our clients, staff and community members – it involves you. Thank you for everything you do to support our mission to inspire hope, healing and well-being to all individuals.

Our sincerest gratitude,

Martha Lantz
Executive Director

Donna Langer-Hansen
Board Chair
HOME AND COMMUNITY BASED SERVICES

Touchstone opened a new Home and Community Based Services (HCBS) program on January 1, 2013. The impact made by the HCBS program is evident in the gains individuals have made, and for many individuals it is their first opportunity to live independently and develop personal responsibility for their lives.

One example of how the HCBS program helps individuals living with mental illness is evidenced in Ben’s story. Since Ben joined Touchstone’s HCBS program in May 2013 he has made tremendous gains in his overall wellness, which include overcoming homelessness, mental health issues and chemical dependency. With the support of Touchstone staff he has been tobacco free for five months. Ben joined and participates in a community support program to be socially involved in his community.

The HCBS program assists individuals, like Ben, with serious mental illness to find and maintain stable housing, achieve stable mental and physical health. One hundred percent of individuals in the Home and Community Based Services program reported progress on treatment plans, leading to just a 2% hospitalization rate in 2013. The integrated team approach by Home and Community Based Services program staff of mental health practitioners, nurses, and service coordinators is paramount to providing exceptional services to individuals.

The HCBS program successes include increasing access to affordable housing options for clients and bolstering social and recreational activities to promote community integration and involvement, both within the program and the larger community.

“[While at Touchstone] I have not had any hospitalizations going on a year and a half. I have two new therapy cats and have been attending all my appointments and groups. I feel good at the end of the day.”

— HCBS Client

In 2013 the HCBS program provided a total of 3,864 services to its clients.

*All Touchstone client names in this report have been changed in order to protect client privacy and identity rights.*
TARGETED CASE MANAGEMENT

Diane was leading a hazardous life when she arrived at Touchstone Targeted Case Management (TCM). She was using substances, in and out of hospitals, involved in abusive relationships, in significant debt, and her kids were taken from her to be placed in protective care. She was unaware of her Bipolar symptoms and their impact on her life.

After receiving services from Touchstone, Diane has taken a new life path. She has been sober for a significant amount of time, has developed supportive relationships, has reconnected with her children and is actively involved in their lives, and has not had any hospitalizations in more than four years. Diane has reduced her debt considerably, completed a degree from Minnesota Community and Technical College, and is looking for full-time work. With the help of Touchstone staff and services Diane is where to she wants to be in a new, meaningful life.

Touchstone’s TCM program supports individuals who may have ventured off their recovery path. By providing resources for adults to maintain and increase independence, minimize the risk of hospitalization, and improve overall functioning and well-being, 89% of TCM program members avoided psychiatric hospitalization in 2013. Supportive services include creating a treatment plan to identify individual goals and develop strategies for goal achievement, assistance connecting with service providers as well as community and housing resources, support increasing personal health and wellness using an integrated approach, and more.

The TCM program grew by more than 50% in 2013. This expansion was in response to a high demand in Hennepin County from individuals needing this type of service but have faced long waiting lists. We are grateful for the opportunity to provide services and stability to members of our community who need them.

“The support I get from Touchstone’s staff has helped me maintain sobriety and proper use of medication. Touchstone is important to my quality of life.”

– TCM Client

87% of TCM clients have a primary care physician.
“I don’t think there could be anything better. I would like to thank Touchstone for helping me with my job and transportation needs, and teaching me how to get back into the community.”

― AL-NH Client

100% of AL-NH residents had no psychiatric hospitalizations in 2013.

ASSISTED LIVING - NEW HOPE

Variety is the spice of life at Assisted Living, New Hope (AL-NH), Minnesota’s first long-term assisted living program serving adults with serious mental illness since 2004. Individuals have opportunities for community engagement, connections with peers, frequent community and outdoor activities, meditative and mindful movement classes, photography groups, and more.

Individual health and wellness is one part of the successes achieved in the AL-NH program. A group of residents collectively lost 56 pounds in six months while visiting the local YMCA five times per week to achieve personal health and fitness goals. Not only do residents achieve healthy lifestyle goals, but a focus is placed on preparing healthy foods, smoking cessation, and participating in weekly community activities. In fact, 47% of residents participated in community activities at least once per week during 2013, and 53% of residents participated in employment, education or volunteer work.

Nate, a resident in the AL-NH community, lives with a mental illness that makes it difficult for him to be among people. He spends most of his time in his room isolating from others. After being there for some time he informed the staff of his primary goal: to work. He had been unable to find employment due to challenges he faced with cognitive abilities. After months of hard work and staff assistance he was able to secure part-time employment. He has developed daily structure, is less isolated and participates in a meaningful activity.

The individuals living at AL-NH have the support, motivation and drive to achieve personal and healthy lifestyle goals, truly making the most of each opportunity to live happy, productive and joyful lives.
RISING CEDAR APARTMENTS

Sixty-five year old Ray has experienced serious challenges due to mental illness. For 38 years he has endured multiple treatments, diagnoses, health concerns, and poor living circumstances. Almost immediately after moving into the Touchstone Rising Cedar Apartments (RCA), Ray felt like he was back in the community he knows. He now has better nutrition and eating habits. He feels more relaxed after spending time in the healing garden. He has his own apartment, access to the Community Health and Wellness Center, his independence, and finally feels like he is in control of his own life. **Ray knows this is home, something he hasn’t been able to say for a long time.**

Our vision, hard work and passion came to fruition when RCA opened its doors to 40 people who were among more than 250 individuals referred for services. In four short months, the apartments were filled with individuals from various settings including 18% from the state hospital, 18% from intensive treatment, 15% from adult foster care, 15% from nursing home and assisted living settings, 18% from homeless shelters and 16% with housing in jeopardy. **The reduced cost of care in RCA versus prior mental health, nursing home and other placements has resulted in more than $2.3 million in Minnesota state savings in its first year of operation.**

Eighty percent of residents have not had further hospitalizations and 100% of residents are making progress on recovery goals since moving into RCA. This is significant since most individuals had several hospitalizations in the six months prior to moving into RCA. Residents have participated in 3,450 community and socialization activities including resident dinners, healing garden activities, game nights, evidence-based practice groups, and more.

**Together, we are making a difference that shows.**

“At Touchstone Shelly is doing better than she has ever done before.”

– Family Member of RCA Client

RCA residents experienced a 97% reduction in psychiatric hospitalizations for a total cost of care savings of $389,258.
COMMUNITY HEALTH AND WELLNESS CENTER

Thirty-year-old Russell holds a degree in Biochemistry and Genetic Counseling from the University of Minnesota. He also has Schizoaffective Disorder and Fibromyalgia, derailing many of the future plans he had for himself. After using the Community Health and Wellness Center (CHWC), Russell is putting his future plans back on track. The services provided by the CHWC help Russell stay healthy and on a regular exercise program to improve his personal health. Staff members follow-up and tailor each workout, while healing touch, acupuncture and massage help him stay relatively pain-free.

Touchstone’s CHWC offers innovative programs and services focused on mental, physical and social health – all designed to help achieve optimal individual wellness. This first-of-its-kind Center provides a path to wellness through the use of holistic health assessments, health awareness and education programs. Individuals find solutions for health care needs in this one-stop shop of mainstream and alternative services such as acupuncture, yoga, healing touch, qigong, nutrition, and use the Fitness Center for cardio or strength training.

Each person is viewed holistically by integrating treatment, care and resources to support healthy mind, body and spirit. Touchstone offers health and wellness services designed to support the holistic needs of all adults, whether they have diagnosed mental health conditions or are seeking preventive care to optimize overall wellness.

Our Community Health and Wellness Center offers a path to wellness by empowering individuals with the knowledge, skills, tools and resources to lead healthy, productive and joyful lives.

“Touchstone helped me rediscover my self-worth. I feel encouraged and independent. As a result I am planning to do vocational rehab and will eventually rejoin the workforce.”

– CHWC Client

350 CHWC services were provided to 69 individuals in just four months in 2013.
INTENTIONAL COMMUNITIES

Jacob has been working with Touchstone Intentional Communities (IC) for more than a year. His main goal when entering the program was to move into his own apartment. Through hard work, persistence and staff assistance in the Touchstone IC program, Jacob researched, applied and found a new apartment. Jacob is proud to have moved into his first, and very own, apartment.

Touchstone’s IC program is unique in providing two peer-guided and managed communities of individuals who come together as a supportive group to collaboratively create a lifestyle using shared values. Touchstone staff provides rehabilitative services to assist with developing and enhancing independent living skills, mental health stability, social competencies and achieving personal goals.

Throughout 2013 the IC held two mental health groups based on community interest. In winter months the Cognitive Behavioral Therapy group provided support and developed new skills among all IC members. Members worked towards personal health and fitness goals with a Wellness Activity group in the summer. The largest member involvement occurred at the third annual IC picnic in August, giving members a chance to celebrate their hard work and successes both personally and as a group. As a result of group member support 82% of Intentional Community members avoided hospitalization, and 87% of members reported a reduction in mental health symptoms impacting their daily life.

“I have been with them [Touchstone] for almost six years. Without them I don’t know where I would be.”
– IC Client

89% of IC clients achieved their treatment goals.
CARE COORDINATION

Last year one of our Care Coordination (CC) clients, Jason, had few care providers, little contact with family, and lacked meaningful supportive relationships in his life. He was homeless and sleeping in a van.

Touchstone staff helped Jason connect to a primary care doctor, who then referred him to other needed physical health and social service supports. We assisted him in finding housing; after many months of waiting, he was accepted into a subsidized building for seniors. **Jason’s ten years of sleeping in shelters and cars ended, just like that.** He now has his own place, manages and pays his own bills, has many friends, and has a supportive significant other. Jason has made a complete turnaround in his life.

This is what Touchstone’s CC program looks like. Individuals receive monthly face-to-face and telephonic support to ensure individual access and transportation to health care services, social services, assistance maintaining insurance, and access to basic needs like food shelf and work programs. This has resulted in a 93% decrease in homelessness for CC clients.

Additionally, CC experienced a 71% increase in clients served since 2012. This has enabled more individuals to access the support, services, and collaboration necessary to improve personal health, pursue independence and life goals, and a healthy and safe environment.

“In [God] I found you guys (Touchstone). I was recommended by a friend. I tried it and I loved it. I didn’t know such programs like this existed.”

– CC Client

In 2013 the number of CC clients grew from **280** to **480** clients.
RESIDENTIAL TREATMENT

When individuals enter the Touchstone Residential Treatment (RT) program they are weary, tired, emotionally drained, and maybe even physically broken. Touchstone’s staff offers a structured, supportive and comfortable environment focusing on integrative healing services including mind, body and spirit.

Eighty individuals were able to improve their lives with intensive residential treatment services in 2013. Touchstone’s multidisciplinary staff of nurses, psychiatrists, peer specialists and mental health professionals provides an array of individualized treatment plans, counseling, psycho-educational groups and opportunities to improve and practice independent living skills. RT hired a licensed Alcohol and Drug Counselor to facilitate an Integrated Dual Diagnosis Treatment group for program individuals who may also struggle with substance use disorders.

Holistic or complementary health practices help individuals improve their mental and physical health through offerings of acupuncture and meditation, as well as recreational outings customized to client preferences. Individuals use the newly offered health and wellness services through the Community Health and Wellness Center to improve and optimize individual health. Each person’s journey starts somewhere, and Touchstone RT is honored to help each individual on their recovery path.

“I look forward to the next chapter. I am better now than 90 days ago [when I started with Touchstone]. I am better suited to pick up the pieces of my life and continue to move forward.”

– RT Client

85% of individuals who completed the RT program were discharged to a less restrictive setting.
INTENSIVE COMMUNITY REHABILITATION SERVICES

No two paths to recovery are the same. Betsy’s life before Touchstone was a downward spiral of severe depression, abusive partnerships, an inability to manage her kids, and substance abuse. After receiving services from the Touchstone Intensive Community Rehabilitation Services (ICRS) program for several years, Betsy has maintained her mental health, attended Minneapolis Community and Technical College, and eventually graduated with a degree and is currently looking for work. She has developed exceptional limit-setting practices, as well as sound parenting skills for her kids.

Touchstone’s ICRS program provides customized services with 100 individuals to maintain and enhance mental health stability, connect with care providers and community resources, improve personal health and wellness, and practice independent living skills. Each client is supported by a team of mental health clinicians, psychiatrists, nurses and a case manager to determine personal goals and assist them in their journey forward.

Individuals receiving program services experienced measurable growth towards completion of personal goals and life successes in 2013. This is evident in the 89% of clients who improved and sustained mental health as demonstrated by reduced use of emergency services including hospitalization, as well as 93% who made progress towards achieving recovery goals.

No two paths to recovery are the same. With Touchstone many paths to recovery are possible.

“I have been with you [Touchstone] since 1998 and it’s because of this I’m still alive. I owe a ton of gratitude.”
— ICRS Client

93% of ICRS clients have made progress towards achieving recovery goals.
INSPIRING GROWTH

As a non-profit community-based mental health organization, Touchstone Mental Health fulfills its mission to Inspire Hope, Healing and Well-Being by serving more than 950 individuals annually with holistic, integrative services across our nine innovative, person-centered programs. The opening of three new programs allowed even more individuals living with mental illness access to new and expanded services. At Touchstone each person is viewed holistically by integrating treatment, care and resources to support healthy mind, body and spirit.

Within each program Touchstone offers health and wellness services designed to support the holistic needs of all adults, whether they have diagnosed mental health conditions or are seeking preventive care to optimize overall wellness. We transform how services for mental, physical and social health intersect to achieve optimal wellness. Touchstone’s multidisciplinary staff delivers an integrated approach to treatment and services designed to improve mental and physical health and wellness. Our services include residential treatment, assisted living, case management, care coordination, intentional communities, home and community based programs, and health and wellness services.

2013 CLIENT SATISFACTION SURVEY

96% OF CLIENTS FELT TOUCHSTONE STAFF DEMONSTRATED THEY BELIEVED THEY COULD GROW, CHANGE AND RECOVER.

84% OF CLIENTS BELIEVED WITH THE SUPPORT OF TOUCHSTONE THEY WERE ABLE TO REDUCE THE USE OF EMERGENCY AND/OR HOSPITAL SERVICES.

94% OF CLIENTS FELT TOUCHSTONE STAFF HELPED MINIMIZE SYMPTOMS OR IMPROVE HEALTH.

96% OF CLIENTS WOULD RECOMMEND TOUCHSTONE’S PROGRAMS AND SERVICES TO A FAMILY MEMBER OR FRIEND.

“I don’t know where I would have been had it not been for Touchstone. The staff all worked to get me ready for discharge, and I’m ready.”
– Touchstone Client

“I am really happy to have Touchstone in my life. Everything they do helps me.”
– Touchstone Client

Results from Touchstone’s annual client satisfaction survey with 55% of active clients responding.
## Touchstone Mental Health
### Financial Overview 2013

#### STATEMENT OF ACTIVITIES Year Ended December 31, 2013

<table>
<thead>
<tr>
<th>Support &amp; Revenues</th>
<th>Total Expenses 2013</th>
</tr>
</thead>
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<tr>
<td>Medical Assistance</td>
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#### PROGRAM EXPENSES 2013

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<td>Assisted Living</td>
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<td>Intensive Community Rehabilitation</td>
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<tr>
<td>Care Coordination</td>
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<tr>
<td>Intentional Communities</td>
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<tr>
<td>Targeted Case Management</td>
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<td>Health and Wellness</td>
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<tr>
<td>Home and Community Based Services</td>
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### STATEMENT OF FINANCIAL POSITION as of December 31, 2013

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<tr>
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<th>Liabilities and Net Assets</th>
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OUR DONORS  January 1, 2013 through December 31, 2013

Pinnacle  $5000+
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Richard and Donna Hansen

Keystone  $1000-$4999
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Sheila Moran
In honor of Thomas Fiesch

Pat Teiken
“In honor of Martha who makes this all work”

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In memory of Kevin Reich

Anne Rizzo
In memory of Grandmother

Dick and Rita Sanderson
In memory of Scott Paul Sanderson

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Rebecca Peterson
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