TO IMPROVE THE QUALITY OF LIFE IN SOUTHEASTERN MINNESOTA
BY PROVIDING REHABILITATION AND EMPLOYMENT SERVICES
FOR PERSONS WITH DISABILITIES AND OTHER SPECIAL NEEDS.

ANNUAL REPORT 2010
During 2010, Ability Building Center (ABC) provided services to 823 individuals, the fewest number of persons served since 2001, when 734 individuals received services through ABC. This represents 63 fewer persons served than 2009. It’s difficult to pinpoint the reasons why total numbers declined somewhat during 2010; however, most of our funding sources experienced cuts during 2010, resulting in fewer referrals throughout the year. In addition, local counties that provide the critical ongoing funding received less funding from the Federal and State levels to support services to individuals we serve. Despite funding shortfalls in nearly every program, we are proud that we did not downsize our programs, reduce any program hours, or develop waiting lists for services.

Financially, 2010 continued to present ABC with challenges similar to what we faced in 2009. The cutbacks that started in the second half of 2009 and continued into 2010. The first quarter of 2010 was especially concerning because there were significant work slowdowns that we had not anticipated. The work opportunities did not come back as quickly in Houston County as they did in the Rochester area. In fact, work shortages were experienced in Houston County all the way through the middle of September. The last quarter of the year resulted in our work contracts coming back strongly, with strong indications of work levels being adequate into the first part of 2011.

In July of this past year, ABC went through a CARF survey (Commission on Accreditation of Rehabilitation Facilities). This process ensures that our services meet international quality standards and provides us with specific recommendations for any areas in need of improvement. A total of three surveyors spent three days meeting with staff, stakeholders and persons served along with reviewing documents, policies, procedures and processes to determine if ABC met a level of compliance to qualify for accreditation. We’re pleased to report that ABC achieved the highest level of accreditation attainable (three years). The surveyors listed several strengths related to ABC programs. Here are just a few of the comments the surveyors included in their report, “ABC is commended for a true commitment for providing quality services and the willingness for continual improvements.” “The organization has worked hard to develop a variety of community job placements and employment options that meet the needs of persons served, as well as the community’s employers.”

During 2010 both persons served and stakeholders were surveyed regarding the services received from ABC. The results from the surveys indicated that 96% of those that responded indicated that the services ABC offers meet each individual’s needs, goals and achieved expected outcomes. Stakeholders referred to the accessibility, breadth and depth of programming as the primary draws to ABC’s programs and services. Opportunity, community work placement, skill building and person-centered programming describe what stakeholders have come to expect from ABC, and what we deliver.

So, despite the barriers that a weak economy posed to ABC in 2010, we were able to end the year in a positive financial position and stayed true to our mission of providing quality services. We feel we were able to accomplish this through the excellent direction and leadership provided by ABC’s Board of Directors, flexibility and dedication to the ABC mission by our staff, and continued strong support for ABC from our donors and the community.

We anticipate that 2011 will continue to bring many of the same challenges that we faced in 2010. As an organization we are committed to make the necessary sacrifices and take the essential actions to ensure that our mission impacts as many individuals as possible who have need for our services and programs. To help us fulfill our mission to improve the quality of life for individuals with disabilities throughout Southeastern Minnesota, we hope that we can count on your ongoing support.
DEVELOPMENT

Highlights …

- A City of Rochester Community Development Block grant of $35,000 and $30,000 grant from the Mayo Clinic, offset costs associated with installing a new boiler at the main facility in Rochester to replace the original boiler installed in 1956.

- The Minnesota Department of Transportation awarded 80% or $43,450 of the cost of a new bus to be operated by ABC Works in the Caledonia/LaCrescent area providing opportunity to transport more participants both ambulatory and non-ambulatory to programs and activities.

- The Minnesota Star program provided grants and equipment in the amount of $14,662 to procure and maintain assistive technology for the People Achieving Change Through Technology (PACTT) program, and to cover expenses of continuing PACTT as one of three state wide regional resource centers for assistive technology.

- The annual ABC golf tournament and auction generated over $55,000 in revenue from sponsors, golfers, donations, and auction items.

- Memorial gifts in excess of $4,000 were received in the names of friends and loved ones.

- Charter Media provided opportunities for Ability Building Center to air close to $50,000 in television spots throughout the year promoting program participant’s work abilities. KTTC donated television air time to promote the golf tournament. KAAL also provided opportunities for Ability Building Center to reach out to the surrounding communities.

- Additional contributions to ABC of over $110,000 were received in a variety of ways for use in programs to help improve the quality of life in SE Minnesota by providing vocational and rehabilitative services to people with disabilities and other special needs.

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2010

FINANCIAL STATEMENT

(unaudited revenue)

<table>
<thead>
<tr>
<th>Revenue:</th>
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<tbody>
<tr>
<td>Trade Sales &amp; Community Contracts:</td>
<td>$3,220,062</td>
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<td>Program Service Fees:</td>
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<td>Contributions:</td>
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<td>United Way Allocations:</td>
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<td>Other Income:</td>
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<td>Investment Income:</td>
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<td><strong>Total Revenue:</strong></td>
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<tr>
<th>Program Services Expenses:</th>
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<tr>
<td>Vocational Development:</td>
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<tr>
<td>Center Based Employment:</td>
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<td>Abilities Unlimited:</td>
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<td>ABC Works:</td>
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<td>Community Based Employment:</td>
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<td><strong>Total Program Services:</strong></td>
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<th>Supporting Services:</th>
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<td>Management and General:</td>
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<tr>
<td>Development:</td>
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<tr>
<td><strong>Total Supporting Services:</strong></td>
<td><strong>$1,019,130</strong></td>
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</tbody>
</table>

| **Total Expenses:**            | **$11,076,631** |
| Change in Net Assets:          | **$139,019** |
2010 Program Update...

As you read through the Program Update, you will find information about the programs Ability Building Center offers, and data about the persons we serve. Not to be missed, however, is the real story about people who are getting jobs, developing a sense of self-worth, and becoming productive, active members of their communities. Their stories tell of their own hard work and efforts to achieve their personal and professional goals. For some, these are significant changes in their lives and for others the changes have been made more slowly as they pursue their own personal measure of success.

However, we do know that behind any person's success, without regard to one's abilities or challenges there are usually many persons whom have a stake in our success, providing support and encouragement. Several of those served in Ability Building Center’s programs appreciate the support they receive. These often include county social service personnel, Vocational Rehabilitation Services staff, employers, and of course, family and friends.

For over 50 years, Ability Building Center has prided itself on offering people who have disabilities and other barriers to employment, a full array of programs and services designed to assist them in meeting their own personal measure of success in life.

A high level of stakeholder satisfaction with the services provided by Ability Building Center in 2010 is similar to years past whereby ABC was consistently ranked high in meeting a person's individual goals, expected outcomes established by referral sources, and the person's team. Surveys are sent throughout the year to all stakeholders and that valuable feedback is utilized by program staff as received in order to make changes in "real time," rather than waiting until the year has concluded.

In 2010 Ability Building Center served 823 people. Ability Enterprises continues to represent the largest group of individuals served by ABC, followed by our Supported Employment program. The demographics of those served by ABC remained relatively unchanged from year-to-year, as persons served with developmental disabilities and mental health concerns made up a significant portion of those served in 2010.

What makes Ability Building Center's programs attractive to stakeholders is the accessibility to programs and services. The breadth and depth of programming offered, as well as the ability of ABC to utilize the resources available between programs is a frequent reason why stakeholders consistently choose Ability Building Center. Stakeholders also favor the availability of meaningful community employment and ABC's commitment to person-centered programming.

Community employment opportunities remain strong, with great support from local employers who have maintained and/or increased employment relationships with ABC without regard to the slumping economy.

Due to decreased sales at The Twice Is Nice 2 store in La Crescent, ABC decided to close the second hand store at the end of the year. The Small Change laundry service remains busy, and serves customers in Wisconsin and Minnesota.

One of the main challenges facing ABC Works is finding in-center work opportunities that match the interests and skills of the participants served. There has been a decline in work from Blumenthal, Caledonia Argus and Best Way Manufacturing which has made it difficult to keep enough work available for the participants. ABC Works has also had an increase in participants with MI that choose to work in-center and have a higher level of productivity then the DD population has had historically.

ABC Works continues the Employer of Record Services in Houston County, adding one managing employer, but also losing one.

ABC’s residential waiver program decreased from providing services at 2 homes to one by the end of the year. There has been some interest from Fillmore County for expanding this service.

At the end of 2010, ABC Works was serving 98 participants.

Some people with disabilities might need a longer time to develop the independent skills that a person needs to live autonomously. They might need some direction in developing those skills and establishing a roadmap leading them to independent living. This is
where Ability Building Center’s **Independent Living Skills** program can help.

The Independent Living Skills program (ILS), is recognized as offering person-centered services to those persons with disabilities who are living independently, or are just preparing to venture out on their own. The goal of the Independent Living Skills seeks to assist people with disabilities to develop new independent living skills or enhance existing skills. It supports individuals with a variety of disabilities by working one-on-one with them to identify and develop those skills necessary to live successfully and independently in the community of their choosing.

In early 2010, the ILS program officially began serving individuals outside the Olmsted County area, to include Rice County and Steele County. While the program did previously serve a few individuals in these areas, this marked the first official venture into these geographic areas; highlighted by hiring a staff person located in Rice County to serve individuals located there. This expansion has been well-received by the referral sources and the people we serve, as evidenced by the increase in the numbers served.

Despite today’s weak economy, successful outcomes are happening everyday because people are working together to create successful outcomes. It may take a longer time to achieve the outcomes and more creativity, but they are happening. Ability Building Center remains committed to providing effective and meaningful services to help individuals reach their own measure of success. The continued achievement of ABC’s programs relies not only on the dedicated staff, but those who volunteer their talents to support our mission, as well as our many partners throughout the community. Ability Building Center staff may need to work a bit harder to facilitate those successful outcomes, but that is what we do.
People Achieving Change Through Technology (PACTT), ABC’s assistive technology program, is recognized as the area regional assistive technology center. PACTT provides assistive technology services to individuals with disabilities of all ages, their caregivers, and the professionals who work with them. Services offered may include assessment and consultation, individual or group trainings, technology demonstrations, and a loan library of several hundred devices. The areas of focus for the program include education, employment, independent living and seniors.

Over the year, while staff have changed, as well as the location of our program, the need for the program continues to grow. PACTT has been fortunate to have several technically-skilled people on staff. Their talents have been recognized by major companies leading to either research opportunities in assistive technology or the receipt of grants allowing PACTT to obtain additional devices available for loan. PACTT continues its relationship with the MN STAR Program which kindly provides funding and some of the equipment PACTT uses for loan and demonstration purposes.

Through the PACTT program, Ability Building Center provides the supportive services people with disabilities may need to become independent and active participants in the community.
Thank You!

2010 BENEFACTORS & DONORS

The Benefactors Circle was established in 1994 to honor key leaders in the ABC mission. Donors who give cumulative gifts of $1,000 or more are recognized at 5 different levels. Listed below are our new Benefactors and those who have achieved a new level of giving in 2010.

$100,000 Platinum Level
Charter Communications

$10,000 Silver Level
Steve & Brenda Kann
Don & Lavona Meiners

$2,500 Bronze Level
American Legion Post 92
Dolores Augedahl
Keith Berge

2010 DONORS

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<th>Platinum Level</th>
<th>Silver Level</th>
<th>Bronze Level</th>
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<td>$100,000</td>
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$1,000 Blue Level (new)
Associated Financial Group

Associated Bank
Associated Textile Mills
Vernon Augustson
Richard & June Axelson

Dave Bahr
Breman Baker

Mary Baker
Bank of the West

Chuck & Kitty Barry
Gordon & Wanda Bauer
Rosine Bauer
Dave & Rose Baumgartner

Linda Becher
Claire Bender
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Leslie & Elaine Beyer
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Bruce & Carol Bigelow
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Wally & Faye Bigelow
W. G. Bjork
Blekre Appraisal Services
Bob's Auto Body
Body Kneads Spa & Salon
Bill & Rita Bourne

Don & Dorothy Bourquin
Stacey Boysen
Fran & Mary Bradley
Brandenburger Family
Howard & Jean Brandt

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Gordon & Kathleen Branes
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Philip & Virginia Brown
Sue Brown
Tamara Brown
Tom Brownlow
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Bonita Brunton
Don & Donnis Buchan
Bernard & Rosanne Buehler
Mahlon & Marilyn Burbank
Jim & Cindy Burg
Ralph & Marilyn Burg
Barbara Burgess

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Dale & Sharon Buxengaard
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Karín Byers
Mr. & Mrs. R. J. Bymers
Byron Pet Clinic
Jim & Sharon Cadwell
Caledonia Bakery
Caledonia True Value
Clint & Cara Calvert
Canadian Honker
Restaurant & Catering
Cardinal of Minnesota
Roger & Lois Carlson
Jim & Joan Clark
Lisa Clarke
Pete & Margaret Coleman
Edmund Comartin
Commonweal Theatre
Copper Penney
Coulee Bank
Courtyard by Marriott
Jeff & Deborah Covey
Jim & Eleanor Cox
2010 DONORS (continued)

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John & Karen Cutting
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Davies Printing Company
John & Kelly Deedrick
Tom & Lorraine Deedrick
Deerfield Farms
Degen Bergland
Jim & Carol Demulling
Ron & Grace Deno
Jon Devviny
Robert Devlo
DeWitz Home Builders
Diamond Jo Casino
Randy Dick
Joseph & Margaret Dieser
Angela Dieterich
David & Betty Dines
Lauren & Sharon Dixon
Arlen & Janice Doely
Bob & Barbara Domaille
Duane & Barbara Duerer
Terri Dugan & Van
Heston Schwartz
Theodore Dunnington
Garth & Shelly Edwards
Terri Ehlenfeldt
Collin & Elaine Eickhoff
Roger Eldem
Leonette Eikens
Eitzen Lions Club
Eitzen State Bank
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Oren Ellingson
Chuck & Marlys Elliott
Kaye Eppard
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Family Fun Center
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Harley & June Flathers
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Ford Metro Glass Company
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Marion Frickson
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Mike & Deb Garry
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Andrew & Alison Good
Jim Gorman
Jeffrey & Wendy Graham
Lois Graif
Paul & Heather Gray
Len & Linda Gregg
Bob Gregory
Mary Griffin
Paul Grinde
Bob Groettem
Jean Gronseth
Paul & Lynn Grodahl
George & Evelyn Groves
Larry Grunden
Ken & Eloyse Guillen
Gundersen Lutheran
Gil & Mary Gutknecht
Ricky & Jane Haeflinger
Helen Hafner
Tony & Laun Hammell
James & Ilia Hammell
Brett & Danielle Hampel
David & Barbara Hanlon
Hardware Hank
Ed & Emily Harris
Dorothy Hartman
Sarah Hatzenbuhler
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Hawthorne Hills Associates
Helen’s Beauty Salon
Roger & Mary Helms
George & Mary Hendel
Marie Hepper
David & Karen Herman
Eleanor & Kenneth Herold
Dallas & Sharyl Herrick
Roger & Irene Herzog
Kent & Lisa Heusinkveld
George & Carolyn Heyne
Highland ALCW
Beatrice Hill
Steve & Karin Hill
Greg & Diane Hird
Almir Hodzic
Hokah Lions Club
Barbara Hollar
Douglas Holtan
Home Improvement Professionals
Joe Horihan
Ruth Horihan
Henry & Karen Horstman
Houston Insurance Agency
E. B. Hudson
Walter & Francis Huebner
Hungry Peddler
Olive Husmann
HyVee Barlow Plaza
IBM Corporation
Identity Works
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Marijane Irlbeck
Audrey Iverson
J & J Parade Floats
Robert Jacobsen
Bob & Barb Jacobson
Ted & Denise Janzow
Dave & Della Jenkins
Cliff & Rita Jeske
Jewel Golf Club
Raymond & Mary Jewison
Ronald & Jeanette Johannsen
Dan Johnson
Mike & Mary Johnson
Ron & Lois Johnson
Karen Johnson
Ralph & Thelma Johnston
Cliff & Shirley Jossart
John & Joan Joyce
K-9 Xpres Pet Stop
John & Mary Kahler
Curtis & Maxine Kalmes
Barb Kappauf
William & Jeanenne Karnes
Candace Kash
Kauffman Law Firm
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Sandra Kemp
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Pauline Krieger
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Elmer & Dorothy Kruessel
John Kruessel
KTTC
Mary Kuehn
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Justin & Joyce Landsom
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Bob Larson
Steve & Joan Larson
John & Paula Laskowski
Steven & Lois Law
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Rita Lawrence
Don & Phyllis Layton
Rick Lee
Rod & Nina Lee
Dave & Betsy Leonard
Lesmeister Truck Center
Louis & Marie Letendre
Earl Lewis
Andrea Light
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Donald & Pamela Loftus
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Charles & Kathleen Lopez
Rick & Lori Lovett
Anthony & Mary Lund
John & Pat Lynaugh
Arlyss MacGillivray
Daniel & Dolores Macken
Jennifer Macken
Richard & Myrth Macken
Leo & Cathryn Maguire
Main Attractions
Josh Majsterski
Mall of America
Maple Valley Golf & Country Club
Bill & Doreen Markus
William & Pat Martin
Ed & Charlotte Masewicz
Daryl & Tracey Matzen
Mayo Clinic
Jim & Carol McCabe
Joe & Linda McCabe
Michael & Mary Jeanne McCarthy
Joan McKiness
McNeillus Steel
Bernie & Roberta
Meddleton
Karl Menninger
Merchants Bank
Joe Messick
Metro Sales
Lisa Michelson
D. Mike Miller
James & Joann Miller
Thomas & Patricia Miller
Minnesota Twins
Minnesota Vikings
Donette Mitchell
Dan & Sonny Moore
Morning Pride Lions Club
Margaret Mossing
Joan Mracek
Stephen Mroz
Glenda Mueller
John & Sigrid Mueller
Sharon Mueller
Lynn Mundt
Cathleen Murphy
John Murphy
Tom & Angela Murphy
Ruth Murray
Tom & Betty Murray
Glynis Myhre
Audrey Nelson
Graduate Nelson
Leona Nelson
Loren & Carol Nelson
Trudy Nelson
Marie Neper
Mike & Pat Neska
North Central Bus Company
Northeast Security Bank
Pat Novosel
Madeleine Nusekabel
Michael & Colleen O'Connell
Olmsted County Lumber Mart
Olmsted Medical Center
Auxiliary
Olmsted National Bank
Danial Olson
Duane Olson
Helen Olson
Jeffrey Olson
O. Russell Olson
Nancy Orr
Gregg & Laverne Orwoll
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Mike Pavesich
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Lorraine Pearson
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Robert & Jackie Pitel
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Pleasnoning Seasoning
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R & S Transport
Steve & Carolyn Ramaker
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Norma Randby
Randfranz & Vine Funeral Home
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Martin & Margaret Ranzenberger
Mavis Rausch
Matthew Raveling
RCTC Horticulture Program
Red's IGA
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Bruce & LuAnn Remme
Mark Rendahl
Vincent & Madeline Riccioli
Genevieve Rice
Steve & Darlene Richardson
Sonny Riddle
David Rider
Kevin & Britta Ritz
Vernon & Georgia Roble
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Rochester International
Event Center
Rochester Repertory Theatre
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Rosenfield
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Bob & Betty Sande
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Marilyon Schroeder
Robert & Helen Schroeder
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Garland & Joanne Schulze
Wayne & Joyce Schut
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Schwickerts
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The Back Porch
The Brake Shop
The Farm House
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Think Mutual Bank
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Phyllis Thompson
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Terry Thul
Agnes Thir
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Eva Tieman
Garrison & Dorothy Tienser
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U Bake
US Bank
Valley High
Thomas Van Der Linden & Jean Silberman
Glenn & Ella Van
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Viking Automatic Sprinkler Company
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H. J. Virnig
Viterbo College
Wayne Vlasak
Diane Vogen
Yvonne Voigt
WA Insurance Group
Edwin & Mabel Wagner
Fred & Marilyn Wagner
Jesse & Mary Wallace
Harris & Diane Waller
Walmart
Wangers' Stellan
Roger & Sarabeth Watson
Al & Julie Watts
Kris Wedl
John & Debra Wees
Gina Wegworth
Lawrence & Lucille Wehrs
Weis Builders
Wells Fargo Bank
Wayne & Pam Wesala
Allen & Cheryl Whitesitt
Joe Wiebke
Wiesen Brothers General Contractors
Brian & Kathy Wieser
Bruce & Julie Wieser
Dick & Sheila Wieser
Bill & Sarah Williamson
Bym & Anita Williamson
Willow Creek Golf Course
Sarah Wiste
Mark & Kathryn Witt
Libby Witzeman
Eugene & Marilyn Wojtczak
Barb Wolfe
Larry Wolfe
Lloyd & Beverly Wood
Jeff Wooster
Anne Worthington
Al Wussow
Gregory & Anne Yakle
Julia Zackery
Raymond Zeman
Paulette Zinner
Zieke Service & Equipment
Robert Ziemba
Warren & Helen Zimmerman
Ken & Mary Zubay
Zumbro Area Eagles #2228
Benjamin & Allison Zwart
Names in bold are our Benefactors.
Ability Building Center’s success over the years is greatly attributed to the leadership of its board members.

Board: Back Row: President Tom Bergquist, Angela Murphy, Tom Murphy, Middle Row: Judy Tollefsrud, Vice President Alice Adamson, Kreg Kauffman, Front Row: Secretary Patty Simcox, Steve Kann and Treasurer Dick Quinn.

Not pictured Roger Dearth
For all of the latest information about Ability Building Center visit our new interactive website.

www.abcinc.org

You can register to receive newsletters, annual reports and program updates electronically.

We strive to be as accurate as possible; if you notice an error or omission, or would like to make a contribution, please contact Laurie Kellagher, Development Director at (507) 535-7105.