

# REBUILDING LIVES EVERY DAY

2012 Annual Report

“ Restart is a wonderful organization made up of wonderful, caring people and it is such a joy to get to know more of these people along the way.”

**JERRY/**

RESTART VOLUNTEER

## LETTER FROM OUR LEADERSHIP

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### DEAR FRIENDS OF RESTART:

Restart encountered a host of difficult challenges throughout 2012. Reductions in public funding for health care programs and services was an ongoing trend, with the Affordable Care Act and efforts to balance the budget appearing to be significant drivers. These challenges are characteristic of others in the health care industry, nationally and within Minnesota.

Unfortunately, this greatly impacts non-profit social service organizations such as Restart.

As we struggle with reimbursement reductions for the services we provide, we simultaneously are experiencing growth in demand for services, plus cost increases that we cannot control.

The Restart response: to intensify efforts for operational efficiencies through a process of continuous improvement. Our management team very successfully controlled expenses and eliminated duplication, and we are using the resources available to us in the most effective ways possible.

But 2012 was much more than an economic challenge. This Annual Report is just a snapshot of the many achievements of the outstanding Restart team.

Our success was elevated once again, thanks to our continuous-improvement philosophy—a commitment that applies to all aspects of Restart.

In the past year, we created a Positive Communication Culture staff training program to increase effective communication with residents, peers, visitors and management. We are now keenly attentive to what we say, how we say it,

and how others might be receiving what we are communicating.

### 2012 SAW MANY SIGNIFICANT IMPROVEMENTS TO OUR HOMES, MAKING THEM SAFER AS WELL AS MORE COMFORTABLE, FUNCTIONAL AND EFFICIENT.

We completed performance standards for nearly all operational and administrative aspects of Restart—a process that will continue through the upcoming months.

Since 1986, we have been dedicated to delivering exceptional housing and services to individuals with brain injuries, and to being their strongest advocate. We are busy planning ways to continue our success for many years to come.

Whether it be your time, your skills, your financial support or other means, we need your help to maintain ongoing success. We hope you will consider giving generously in 2013, and we look forward to our continued partnership with you in, rebuilding lives throughout our community.

On behalf of the residents and clients of Restart, the management team of Restart, and Restart's Board of Directors, we thank you for your commitment to our mission.



John Jeffries  
BOARD PRESIDENT



Jim Jasper  
EXECUTIVE DIRECTOR

### RESTART, INC. BOARD MEMBERS

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## 2012 HIGHLIGHTS

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21,429

hours of Independent Living Skills services provided to more than 200 Restart clients including household management, housing, community orientation and mobility and much more.

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500

hours of purposeful activities were provided to assist with community integration and independence.

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21

ACCESS scholarships were granted to give clients opportunities to participate in community-based activities of their choice.

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Volunteers  
contributed

380

hours of their time and talent to support the mission of Restart.

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78%

of Restart clients ranked their overall satisfaction with services as Excellent.

Placed

2<sup>nd</sup>

in the Toyota  
100 Cars for  
Good Program.

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“ I am very happy with the goals of Restart as it centers on the progress of the residents. ”

**BRIAN/**  
RESTART RESIDENT

## FUNDRAISING SUMMARY

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# Thank you!

Thank you to the many donors, corporations, community organizations and foundations that contributed to our success during fiscal year 2012.

Restart recognizes the many supporters that help make our work possible. You inspire us with your generosity and your commitment.

## DONORS, SPONSORS AND PARTNERS

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PJ Clarke	Frank & Shirley Nelson		Elizabeth Mathias
Anne Crowingshield	Garner		Jessica Mathias

## DONORS, SPONSORS AND PARTNERS CONTINUED

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Tim & Courtney Mattson	Chris Olson	Joshua & Kimberly Schneider	TCF Foundation
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North Memorial Healthcare	Ann Ryan	Richard & Patricia Sulentic	Mike Wood
Nystom & Associates	Ben Santleman	Paul Taft	Tom & Tammy Zaruba
Bill O'Dowd	Marin Sanstegard	Target Field	George Zilligen

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## You are making a difference

Every day we see new dreams and goals come true because of your support for our programs. According to the Brain Injury Association of America, "Brain injury is not an event or an outcome. It is the start of a misdiagnosed, misunderstood, underfunded neurological disease. Individuals who sustain brain injuries must have timely access to expert trauma care, specialized rehabilitation, lifelong disease management and individualized services and supports

in order to live healthy, independent and satisfying lives."

Without your help, Restart clients would not have access to the quality of care and life that they deserve. Please consider us in your annual giving plans. You will be giving someone hope on their journey to independence.

Your gift is deductible to the extent allowed by law.

"I feel proud of myself."

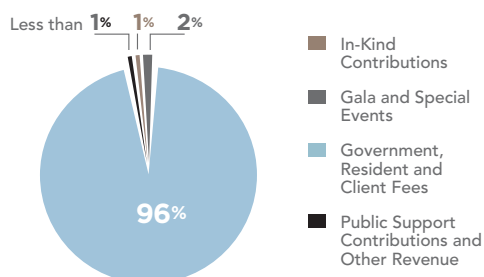
**ZACH/**  
RESTART RESIDENT

## STATEMENT OF ACTIVITIES

SUPPORT AND REVENUE	Unrestricted	Temporarily Restricted	Total 2012
Government, Resident and Client Fees	\$3,413,706.00	—	\$3,413,706.00
Gala and Special Events	\$82,264.00	—	\$82,264.00
In-Kind Contributions	\$21,461.00	—	\$21,461.00
Public Support Contributions and Other Revenue	\$45,008.00	—	\$45,008.00
Gain on Disposal of Assets	—	—	—
Net Assets Released From Restriction	\$11,500.00	(\$11,500.00)	—
<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$3,573,939.00</b>	<b>\$11,500.00</b>	<b>\$3,562,439.00</b>
<b>EXPENSES</b>			
Program Services	\$2,707,607.00	—	\$2,707,607.00
Management and General	\$663,237.00	—	\$663,237.00
Gala and Other Fundraising	\$141,023.00	—	\$141,023.00
<b>TOTAL EXPENSES</b>	<b>\$3,511,867.00</b>	<b>—</b>	<b>\$3,511,867.00</b>
<b>CHANGE IN NET ASSETS</b>			
	<b>\$62,072.00</b>	<b>(\$11,500.00)</b>	<b>\$50,572.00</b>
Net Assets, Beginning	\$1,172,832.00	\$12,325.00	\$1,185,157.00
Net Assets, Ending	\$1,234,904.00	\$825.00	\$1,235,729.00

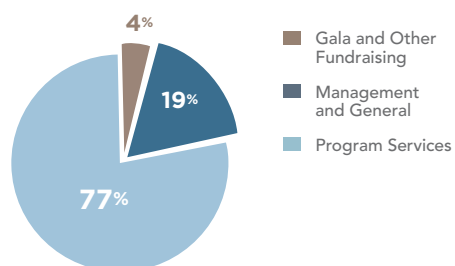
## 2012 REVENUE

SUPPORT AND REVENUE	Total 2012
Government, Resident and Clients Fees	\$3,413,706.00
Gala and Special Events	\$82,264.00
In-Kind Contributions	\$21,461.00
Public Support Contributions and Other Revenue	\$45,008.00
Gain on Disposal of Assets	—
Net Assets Released From Restriction	\$11,500
<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$3,573,939.00</b>



## 2012 PROGRAMMING EXPENSES

EXPENSES	Total 2012
Gala and Other Fundraising	\$141,023.00
Management and General	\$663,237.00
Program Services	\$2,707,607.00



# YOU CAN MAKE A DIFFERENCE.

Restart has received accreditation from the Charities Review Council, an independent resource for donors that measures not-for-profits against standards that address a charity's performance in four critical areas: public disclosure, governance, financial activity and fundraising.

## **DONATE TODAY**

Give online at  
[www.restartincmn.org](http://www.restartincmn.org)  
or call Restart at  
**952-767-3350**

## **CONTACT**

RESTART, INC.  
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Edina, MN 55439

## **STAY CONNECTED**

Follow us on Facebook,  
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**OUR MISSION:**

Since 1986, Restart has pursued its mission with passion: To support persons with brain injury and related disabilities to achieve their highest level of independence through programs and independent living skills services in community living and outreach environments.

952-767-3350 | [info@restartincmn.org](mailto:info@restartincmn.org) | [restartincmn.org](http://restartincmn.org)