“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
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.
ANNUAL REPORT 2012

2012 HIGHLIGHTS

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.

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

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

Volunteers contributed 380 hours of their time and talent to support the mission of Restart.

78% of Restart clients ranked their overall satisfaction with services as Excellent.

Placed 2nd in the Toyota 100 Cars for Good Program.

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

BRIAN/RESTART RESIDENT
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.

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Garette Griffith
Dawn Griffin
Delores Gulbranson
Michael Gulbranson
Helen Gunther
Jane Gustafson
Guthrie T.O.P. Program
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Lili Hall
Patty Hamm
Harrington, Langer & Associates
Sally Phillips Helling
Hennepin Theatre Trust Program
Justin Heyman
Jeff Hines
Steve Hines
Jake Holdreith
Rita Holland
Craig & Molly Hollenbeck
Janeen Hollenkamp
Molly Hollenkamp
Tim & Nancy Horsch
Victoria Howe
Shane Husarik
Robert Jackson
Ryan & Emily Jaeger
Greg & Becky Jaeger
Jim Jasper
Rick Jasper
John & Mary Jeffries
J. Michael Jerry
Mike & Karen Jerry

Damon Johnson
Dave Johnson
Kristen Johnson
Thor & Julie Johnson
Patrick Juennemann
Carolyn Juveland
Greg Kearney
Martin Keating
Kelly Kempf
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Al Key
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Joe & Patty Lucey
Brittany Ludwig
Paul Mackenthun
Alan Markman
Elizabeth Mathias
Jessica Mathias
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, under-funded 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

<table>
<thead>
<tr>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government, Resident and Client Fees</td>
<td>$3,413,706.00</td>
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<tr>
<td>Gala and Special Events</td>
<td>$82,264.00</td>
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<tr>
<td>In-Kind Contributions</td>
<td>$21,461.00</td>
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<tr>
<td>Public Support Contributions and Other Revenue</td>
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<tr>
<td>Gain on Disposal of Assets</td>
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<tr>
<td>Net Assets Released From Restriction</td>
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<td>($11,500.00)</td>
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<tr>
<td><strong>TOTAL SUPPORT AND REVENUE</strong></td>
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<td>$11,500.00</td>
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EXPENSES

<table>
<thead>
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<th>Unrestricted</th>
<th>Temporarily Restricted</th>
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<tbody>
<tr>
<td>Program Services</td>
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<td>$2,707,607.00</td>
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<tr>
<td>Management and General</td>
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<td>$663,237.00</td>
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<tr>
<td>Gala and Other Fundraising</td>
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<td>$141,023.00</td>
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<td><strong>TOTAL EXPENSES</strong></td>
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CHANGE IN NET ASSETS

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<th>Unrestricted</th>
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<tbody>
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<td>$825.00</td>
<td>$1,235,729.00</td>
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2012 REVENUE

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<th>SUPPORT AND REVENUE</th>
<th>Total 2012</th>
<th>Less than 1%</th>
<th>1%</th>
<th>2%</th>
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<tbody>
<tr>
<td>Government, Resident and Clients Fees</td>
<td>$3,413,706.00</td>
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2012 PROGRAMMING EXPENSES

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<td>Program Services</td>
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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
or call Restart at 952-767-3350

CONTACT
RESTART, INC.
5275 Edina Industrial Blvd.
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Edina, MN 55439

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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.

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