# RISE REPORTER

JUNE 2016 | VOL. 40, NO. 2

LABEL OTIVITAL LEIDO

#### LOOKING BACK OVER RISE'S 45 YEARS:

Leo Bruhl received clerical vocational skill training from Rise as well as job placement and follow-up services back in the 1980s. He landed a great job with Wells Fargo in downtown Minneapolis as a mail clerk in April 1985. After 30-plus years, Leo says he still enjoys his job very much and appreciates working with good people.

# **RISE** REPORTER JUNE 2016 | VOL. 40, NO. 2

### A LETTER FROM PRESIDENT LYNN NOREN

As this issue of the *Reporter* goes to press, the 2016 Minnesota legislative session will be coming to a close. Throughout the session, we've been informing our state representatives about the important work our professional team of employees do each day to help open doors to success for the people we serve.

This year, it has been challenging to translate those critical services into state funding priorities set by the legislature. Unlike most businesses, Rise cannot simply increase the price of our services to cover increased wages for our employees. Without specific legislative action, Rise's "price" remains constant so we are less able to attract new people and run the risk of losing quality employees. This is one of the biggest challenges Rise and other agencies face today. Many thanks to those of you who attended rallies, and met with or wrote your legislators to tell them how important the work we do each day is to the people we serve!

It was my pleasure to sit down recently with Alex Bartolic, director of the Disability Services Division for the Minnesota Department of Human Services to talk about the pressures of new seemingly daunting federal policies and funding regulations; indeed, we are in an unprecedented time of change in this industry. Our conversation (see page 5) highlights that, even in a time of significant change, the core of all of our future efforts must be based on listening closely to the people we support and working collaboratively to design the best possible support plans to meet their individual needs. Rise will continue to actively engage with legislative and state policy leaders at all levels.

We are proud of what we accomplished in 2015 and are pleased to share our annual report with you. Yet we must remain focused on the future -- developing and planning innovative services.

#### WHO WE ARE

Rise unlocks potential and opens doors to success for people with disabilities or other challenges through creative solutions and customized support. We envision a progressive, supportive, and collaborative environment that fosters meaningful growth and provides opportunities to live a life filled with purpose.

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## AT RISE

Tom Kettleson Chair, Rise Board of Directors

**Lynn Noren** President

Noel McCormick Director of Advancement

Beth DePoint Director of Public Relations; Editor

## ON THE COVER

Leo Bruhl received clerical skill training, job placement and follow-up services from Rise in the 1980s. He was hired as a mail clerk with Wells Fargo in downtown Minneapolis in 1985 and still enjoys his job very much.

# SAVE DATE DATE THURSDAY, OCTOBER 6, 2016

# MAN CANNOT discover new oceans UNLESS HE HAS THE COURAGE to lose sight of the shore

- Andre Gidé

ELEBRA

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PUSHING BOUNDARIES, EXPLORING NEW HORIZONS

The 45<sup>th</sup> Anniversary Celebrate Rise Gala

October 6 • 5:30 - 8:30 p.m. • Minneapolis Marriott Northwest

TICKETS GO ON SALE AUGUST 1, 2016

Watch for registration information on our website: www.rise.org

If you have questions about the event or wish to inquire about event sponsorship, contact Noel McCormick at Rise: 763.783.2832 • nmccormick@rise.org

# Dance encourages expression 'with abandon'

THE STORY THEY TOLD was a simple one: a young boy walking through the woods. Through Kathak dance movements, men and women in Rise's Adult Day Program expressed the sights and sounds he encountered, the wandering animals, and a rain storm.

Dressed in an authentic sari from Northern India, Mukta Sathe, along with Derek Phillips, both company members for the Katha Dance Theatre in Crystal, first led the group through a number of warm-up breathing exercises and range-of-motion movements.

To more fully experience Kathak, people were encouraged to participate "with abandon" – and they certainly did! The group enthusiastically joined in the creation of the dance. With expressive faces and elegant gestures, they followed Mukta and Derek in telling the story.

"Our group looks forward to the dancers/artists coming each week," said Activity Coordinator Sue Krause. "Everyone has learned more about India and Indian culture and it has



"Kathak awakened my spirit of movement. I looked forward to dancing each week and it made me happy." ~ Natalie Worthy



spread to following news coverage on India in our current events group.

"Everyone has also pushed their bodies and imaginations in movement and storytelling that they have not had the opportunity to do before and are trying new movements. Most especially, they have embraced Katha Dance Theatre members as new friends. We have shared each others stories, life experiences, holidays, food, and cultures. We hope to continue this friendship for a long time. Namaste!"

The program was made possible through a grant from the Minnesota State Arts Board which enables Katha Dance Theatre to bring their cultural dance program to area schools and agencies. People in Rise's Adult Day Program had the opportunity to attend six 90-minute sessions to learn about North Indian dance, art, storytelling, food, festival celebrations, and sharing of life stories.

Rise's Adult Day Program serves people with brain injuries and physical disabilities by providing social and recreational activities, educational and discussion groups, art therapy, and other creative activities.



Sue Krause and Carlos Alvarez

# DHS's Alex Bartolic addresses service challenges

AS HUMAN SERVICE professionals, the people we serve, and their supporters may likely agree, this is a time of unprecedented change in terms of public policies at all levels related to supports for people who have disabilities.

Rise President Lynn Noren (*LN*) sat down with Alex Bartolic (*AB*), director of the Disability Services Division for the Minnesota Department of Human Services (DHS), to discuss how the state and agencies like Rise can work together to address future needs.

*LN:* Rise is working hard to strategically plan and move forward with services that will meet the needs of the community, and we are proud to be active participants in public policy development. But it is often challenging to be nimble enough to adjust our business model to reflect the changes as we work to meet the many different needs of the people we serve.

**AB:** Change can be uncomfortable, confusing, and even overwhelming at times. After decades of progress to support people with disabilities, Minnesota is continuing to reform its services while it responds to new change drivers, including the Minnesota Olmstead Plan implementation and new Center for Medicare/Medicaid Services (CMS) requirements.

While our system continues to provide high-quality support to people with disabilities, people's desires and expectations have evolved. We learn a lot about what the system needs to look like by focusing on one person at a time, and what that person wants for his or her life. With what we are learning, we are honing our priorities to best reflect those needed changes.



Rise President Lynn Noren (left) with Alex Bartolic, director of the Disability Services Division for the Minnesota Department of Human Services.

*LN:* Person-centeredness seems to be at the core of all of the new policy direction. Rise appreciates being chosen by DHS to be among the first agencies to receive Person-Centered Training (PCT) for our entire team. As an organization, we have embraced the concepts and find that PCT tools are changing the way we work and our Rise's culture in exciting ways.

**AB:** We are learning so much from Rise and other organizations participating in PCT about new ways to support and balance what is important to a person—what they believe adds to their quality of life—and what is important for a person—to stay healthy, safe and well. Services and supports must reflect this balance. DHS staff from across the organization are also going through PCT training to further energize this cultural change and enhance how we all work together.

*LN*: At Rise, we are all about planning strategically while at the same time encouraging innovation – which we hope will effect good outcomes.

**AB:** We have great opportunities as a state to do things differently and work together in new ways. Employment is one exciting area where there

are possibilities for people with disabilities to identify and explore what interests them. Rise is then showing how we can match those interests up with a job – and a paycheck.

It is challenging to ensure we have the financial resources to develop and sustain new services, but we can influence cultural changes and work in collaboration to creatively find new ways to assure that, at the very core, the needs and desires of the individual are supported.

*LN:* Rise has always worked to be part of the solution and help drive necessary change, bringing people and services together at the local and state levels. We have to make sure that we are putting our efforts and resources into building on our strengths and supporting the people we serve and their families.

**AB:** Rise has been a key player in helping create the future here in Minnesota, and it will take the best work of all of us to make important changes to the system that are necessary for our future. These are fascinating times, although challenging! We must focus on our successes and always be open to new opportunities and ideas.



# Patrick enjoys challenging work at Donaldson Co.

THE ACCOUNTS PAYABLE department on the third floor of Donaldson Company's world headquarters in Bloomington is filled with hard-working employees who help keep this global company operational.

Patrick Loffelmacher is a key member of Donaldson's accounting team as he processes incoming invoices and then scans them to upload into their computer system. His co-workers appreciate his accuracy, efficiency, and the timeliness in which he manages the tasks at hand.

"Patrick is very important to our overall operations," said Karen McConnell, manager of Accounting Operations. "It's challenging work because no two vendors are alike. We rely on him to sort incoming invoices by payment terms, prioritize them, and then scan them into the right places. He is very diligent and his quality is critical."

With a background in customer service and survey marketing, Patrick feels well-suited for this job. He has been with Donaldson for two and a half years, and in that time, has greatly expanded his duties and responsibilities.

"I really love working here," said Patrick. "The people are caring and friendly and I feel very much a part of the team. Every day is different – there are no two days the same and I like that. I work independently, but know I can turn to any of my co-workers if I have questions."

About twice a month, Alexis Macaulay, a Rise placement specialist, checks in with Patrick to



help ensure that all continues to go well on the job. "I know I have someone I can turn to if I have issues and that makes for less pressure on me," he said.

Challenged, yet comfortable with his good job, Patrick would like to stay at Donaldson Company for a long time. And with the high cost of employee turnover in terms of recruiting and training, Patrick's supervisor, Kim Lang, manager of Accounts Payable, especially appreciates his dedication as well as longevity on the job.

"Patrick is flexible and always open to learning new tasks," Kim added. "He goes to others for additional work to do when his jobs are complete. I also rely on Patrick to help train other people on our complex system. He often has good ideas that we can incorporate into our process." In his free time, Patrick is finishing his bachelor's degree at the University of Minnesota, and enjoys reading and going to movies. He is also looking forward to his second trip to New Zealand coming up later this year.

"I wanted to go somewhere south of the equator where they speak English," Patrick said. "New Zealand is really a great place."

With manufacturing plants, laboratories, and technical centers located in 44 countries around the world, Donaldson Company has been a global leader of filtration systems since 1915.

Rise Sales and Marketing Representative John Nielsen noted, "The partnership with Donaldson's Accounts Payable Department has really gone well. We are interesting in partnering with other parts of their business when opportunities present themselves."

# Rise has 45 years of great stories to tell!

In honor of Rise's 45th annivesary this year, we are telling you about some of the many great people associated with Rise so you can see how we are continually pushing boundaries and unlocking possibilities for men and women who have a wide range of abilities and challenges. We hope you enjoy reading them! Here are just a few of the people we have featured so far:



#3 - LORI ZSCHOKKE is a proud cancer survivor. She is a hard-working data entry clerk with Rise's Data Ability program and even worked through her treatments.



#4 - LATONYA BROWN is developing her career plan and working on finding a great job with support from Rise's Pathways program.



#5 - JAMES THIEMANN is rebuilding his life after a cardiac arrest. He attends Rise's Adult Day Program in Golden Valley and is getting married in August.



#10 - LIZ appreciates having a cozy apartment near her family. She works at Walmart and receives mental health and housing support services from Rise.

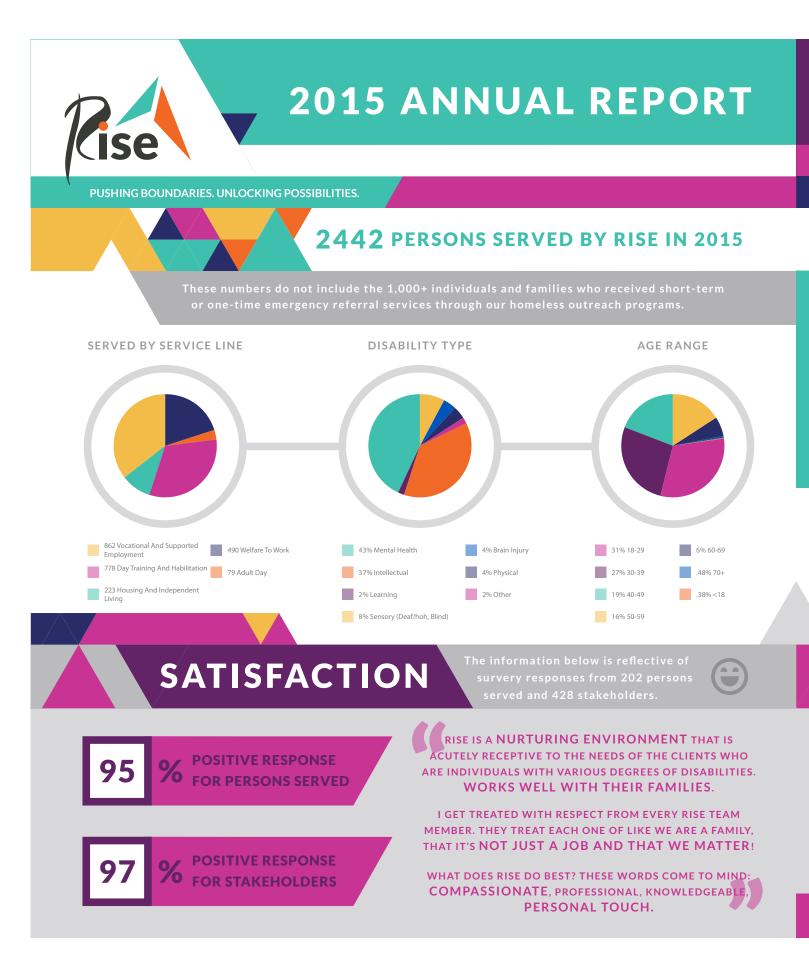


#12 - JAMES WHITE has worked in many community businesses throughout the Twin Cities in his years with Rise, and especially enjoys his job at Liberty Carton.



#13 - PETER FETTIG enjoys his work at Chick-fil-A in Bloomington and is considered a valued employee. He receives services through the MEC program.

The *45 Stories for 45 Years* series can be found on Rise's website at: rise.org/our-story/45-stories/



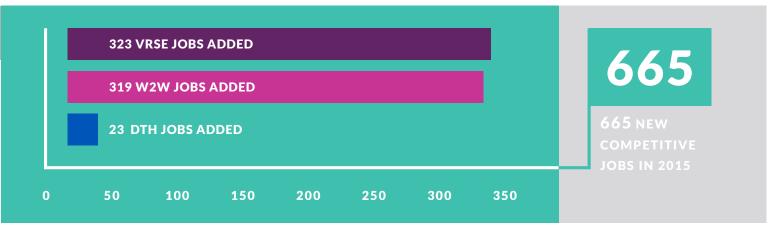
STAFF DO A GREAT JOB OF RESPECTING CULTURAL NEEDS AND PREFERENCES AND OF COMMUNICATING WITH ME AND WITH FAMILY.

## THE RISE MISSION

RISE UNLOCKS POTENTIAL AND OPENS DOORS TO SUCCESS FOR PEOPLE WITH DISABILITIES AND OTHER CHALLENGES THROUGH CREATIVE SOLUTIONS AND CUSTOMIZED SUPPORT.

# **EMPLOYMENT**

The information below reflects the employment outcomes for persons served in our Day Training & Habilitation (DTH), Vocational Rehabilitation/Supported Employment (VRSE), and Welfare to Work (W2W) services.



33

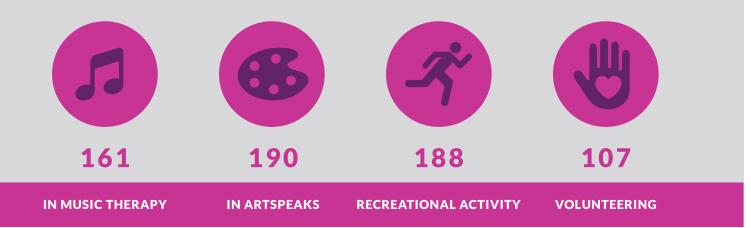
33 persons served transitioned from center-based or community (contracted) employment to competitive in 2015

## 2.2 MILLION

RISE'S TRANSPORTATION FLEET DROVE 2.2 MILLION MILES TO BRING PEOPLE TO WORK.

# ENRICHMENT

Includes common outcomes expected by persons served in our DTH and Adult Day programs who are receiving personal enrichment and community integration services.



RISE PROVIDES EXCELLENT SERVICE & SINCERE CONCERN FOR MY SON'S SAFETY & WELL-BEING. OUR GRATEFULNESS CANNOT BE PUT DOWN IN WORDS.

#### LEADERSHIP TEAM

LYNN NOREN President

TIM DICKIE Vice President of Programs & Services

TOM HAGLUND Chief Financial Officer

DAN HAGBERG Director of IT Services

NOEL MCCORMICK Director of Advancement

KIM STRANDLUND Director of Human Resources

JUDY ANDERSON Adult Day Program Coordinator

MARY ANDERSON DTH Director

MELINDA DANNLEY DTH Director

BETH DePOINT Director of Public Relations

JENNIFER GAJEWSKI Director of Quality Assurance

MIKE HARPER Director of Programs & Services – Central Minnesota

NANCY HOFF Senior Sales & Marketing Representative

KEITH HOVLAND DTH Coordinator

DAN MEYERS Manager of Vocational Evaluation & Transition Services

TRUC PHAM Director of MFIP & Welfare-to-Work Programs

ROBERT REEDY Director of Vocational Services - Metro Area

MICHELE WARREN Production Manager

#### 2016 RISE BOARD OF DIRECTORS

Tom Kettleson, Chair, Plymouth

Manfred Tatzmann, Vice Chair, Brooklyn Park

Sherry Robinson, Secretary, Andover

Kathy Klang, Treasurer, Minneapolis

Mark Bergmann, Minneapolis

Blake Elliott, St. Paul

Jon Grunewald, Elk River

Shelia Minske, Minneapolis

Andrea Murphy, Champlin

Rachael Smith, Brooklyn Center

Jack Grunewald, Emeritus Director, Naples, Florida

Larry Pietrzak, Emeritus Director, Brooklyn Park

#### **INCOME STATEMENT**

#### INCOME

PROGRAM SERVICE FEES	13,502,891
PRODUCTION AND LABOR SALES TO PUBLIC	6,738,222
FAMILY LIFE MENTAL HEALTH CENTER	3,071,699
GRANTS AND SPECIAL PROJECTS	2,080,597
TRANSPORTATION	2,203,746
PROGRAM CONTRACTS	1,200,111
DONATIONS / SPECIAL EVENTS / UNITED WAY	335,265
OTHER	227,343
TOTAL INCOME	29,359,874

#### **EXPENSES**

DAY TRAINING & HABILITATION	11,326,872
VOCATIONAL REHABILITATION AND SUPPORTED	
EMPLOYMENT PROGRAMS	3,430,250
HOUSING AND INDEPENDENT LIVING PROGRAMS	1,019,564
ADULT DAY PROGRAMS	656,932
WELFARE TO WORK PROGRAMS	292,410
FAMILY LIFE MENTAL HEALTH CENTER	2,997,059
PRODUCTION	3,702,408
MANAGEMENT AND GENERAL	2,725,606
TRANSPORTATION	2,356,650
FUNDRAISING	196,430
TOTAL	28,704,181

#### BALANCE SHEET

#### ASSETS

CURRENT ASSETS	12,028,918
LAND, BUILDINGS AND EQUIPMENT	14,932,468
LESS DEPRECIATION	(7,841,630)
NET LAND, BUILDINGS, AND EQUIPMENT	7,090,838
OTHER ASSETS	578,310
TOTAL ASSETS	19,698,066

#### LIABILITIES

CURRENT LIABILITIES	2,896,848
LONG-TERM DEBT	209,729
OTHER LIABILITIES	224,216
TOTAL LIABILITIES	3,330,793

#### NET ASSETS

NET ASSETS, UNRESTRICTED	16,090,541
NET ASSETS, TEMPORARILY RESTRICTED	149,952
NET ASSETS, PERMANENTLY RESTRICTED	126,780
TOTAL NET ASSETS	16,367,273

# MEC expands career services to six Greater Minnesota areas

IN ITS 23 YEARS of services, the Minnesota Employment Center (MEC) for People who are Deaf, DeafBlind, and Hard of Hearing has assisted hundreds of men and women plan their careers and find great jobs in the Twin Cities area.

Due to the program's continued success, MEC has received a twoyear grant from the Minnesota State Legislature to expand its specialized services across the state.

In the coming months, MEC Program Coordinator Blaine Newberg and Service Team Leader Sheila Ritter are establishing the new locations, recruiting six part-time occupational communication specialists (OCS), and taking referrals for services.

The OCSes will work out of Regional Service Centers for Deaf/ Hard of Hearing and Minnesota Vocational Rehabilitation (VR) offices, serving the communities of Duluth, Faribault/Mankato, St. Cloud, Moorhead, as well as the northern Arrowhead region near Virginia, and southwestern Minnesota around Marshall.

MEC was co-established and is



Wendy June (left) and Sheila Ritter are excited to be expanding MEC services to the Faribault area.

co-managed by Rise and Lifetrack Resources, Inc. in St. Paul; it has a second office in Elk River.

With the new expansion, MEC plans to serve at least 160 people throughout the state by the end of 2017, 50 of whom living in Greater Minnesota.

"The idea of expanding MEC has been in the works for a few years as it is the only program in the state – and perhaps the nation – to offer customized career services to people who are Deaf, DeafBlind, and Hard of Hearing," said Blaine. "The need throughout Minnesota is great, and we may adjust our locations and services as the opportunities and needs present themselves."

"But we can't do it alone," Sheila added. "We plan to work hand-inhand with professionals from other local agencies and Minnesota VR offices to ensure that each individual gets the services they need to be successful on the workplace."

MEC pioneered the use of OCSes twenty years ago. These team members have advanced signing and manual communication skills, knowledge of hearing loss and the Deaf culture, as well as job development and employment retention skills.

In addition to serving adults, MEC also provides services through the VECTOR Transition Program in School District #287. Students receive customized job skills training, career exploration, and job placement, and long-term follow-up services to help them plan for and maintain a career that matches their individual interests, skills, and needs.

For more information on MEC services and its expansion, contact Blaine at bnewberg@rise.org; 651-265-2429; VP: 651-998-8660.

CHECK OUT EXCITING CAREER OPPORTUNITIES AT RISE! Rise is seeking creative, compassionate people to join our team. We offer a fun, fast-paced work environment, excellent training opportunities, and the chance to make a difference in people's lives. Here is Rise Site Supervisor Lisa Fischer at American Converters in Fridley, who has worked at Rise in a variety of positions since 1989. Learn more about available positions and apply today!

For current job openings, visit Rise's website at rise.org/jobs







Gather your friends and join us Monday, July 18 5:00 - 7:30 p.m. for Rise's 2nd Annual `Friend-Raiser'

# TappingInto PossibilitiesBOHOSat the Bauhaus Brew Labs1315 Tyler Street in Nordeast Minneapolis

# \$15 Cover Includes:

\$5 Delicious, Refreshing Craft Beers

 Live Music by Battlelegs
 Great Raffle Prize Packages
 Fabulous Appetizers Donated by:
 Big Marina Deli
 Bob's Produce Ranch
 Crescent Moon Bakery
 D'Amico Catering
 Emily's Lebanese Deli
 Marino's Deli
 Nelson Cheese and Deli
 Sentyrz Supermarket
 Zakia Deli



Go to: tappingintopossibilities2016.eventbrite.com



# Kevin is a 'rock star' at Best Buy in Blaine

by Ian Plitnick, Development Manager



FOR THE PAST EIGHT YEARS, Kevin Frank has been rising early to get to the Best Buy store in Blaine to help get the sales floor cleaned and ready before customers start arriving when the doors open at 10 a.m. He faces shelves and spruces up the expansive electronics store.

Once the store opens for business, Kevin also answers customers' questions or helps them locate the product they are looking for. Although admittedly a little shy, Kevin says he loves assisting customers and interacting with them.

"I really like my job - especially my co-workers who are fun to be around," said Kevin. "I think I do a great job."

The part-time job seems to be a perfect fit for Kevin. Additional follow-up job supports from Rise's Sue Featherly for the past six years have helped Kevin flourish and become an invaluable employee. Each day with a sense of excitement and pride, Kevin goes to work with a smile on his face.

"It's been exciting for me to see Kevin develop confidence and a sense of ownership in his job at Best Buy over the years," said Sue. "He is very proud of the work he does and it shows."

Manager Aren Dela says, "Kevin is a rock star and we are so lucky to have him as an employee."

His positive attitude and strong work ethic make a difference for Kevin's managers and co-workers. Managers support him in being an independent and confident worker who shows up ready to work every day.

Being connected and giving back to his community is also important to Kevin. In his spare time, he enjoys packing and boxing food for Feed My Starving Children. Volunteer work gives Kevin one more way to make a difference to his community.

Having started Cub Scouts as a young boy, Kevin was especially proud to earn his Eagle Scout rank through Troop **#522** in 2006. He constructed and installed bat houses in Anoka County parks.

Kevin, who is 30, lives in his own house in Blaine with a roommate. He enjoys taking classes through Project POWER, especially karate, sports, and singing with Merry Music Makers.

# Chamber names Rise 'Nonprofit of the Year'

THE TWIN CITIES NORTH Chamber of Commerce honored Rise with its 2016 All Star Business Award as the Nonprofit of the Year at the Chamber's annual gala.

Rise was cited for its demonstration of superior performance, quality, and consistency in the pursuit of its mission.

Other honorees included, Jill Dahl, Young Professional Achievement; Northeast Bank, Community Advocate; and Grand Casino Mille Lacs-Hinkley, Excellence in People Development.

Shown here (from left) are Kathy Klang, Rise Board member; Rise's Sales & Marketing Repre-



sentative Nancy Hoff; Rise President Lynn Noren; and Andrea Murphy, Rise Board member. The Chamber gala was held February 25 at the National Sports Center in Blaine.

# Rise welcomes two new Board members

ANDREA MURPHY and BLAKE ELLIOTT were elected to Rise's Board of Directors in March.

Andrea is a commercial lender with Northeast Bank where she has

worked for 14 years. "I appreciate Northeast Bank's commitment to the community and our dedication to volunteerism."

Andrea is an active community volunteer and also chairs the Twin

Cities North Chamber of Commerce through June 2016, is a member of the Development Committee for the Friends of Ramsey County Libraries, and a member of the Loan Committee for Women-Venture.

Blake's interest in working with people who have disabilities stems from his brother suffering a traumatic brain injury in an auto accident in 2003.

Blake went on to found three companies which serve people with disabilities. Everyday Living in South St. Paul serves individuals dealing with mental illness, traumatic brain injuries and addiction issues in Dakota, Hennepin, Stearns and Benton Counties. Bridges MN serves individuals in Ramsey and Hennepin Counties with disabilities in residential settings, and Northstar is an inpatient residential treatment center in St Paul.

We welcome Andrea and Blake to the Rise Board and look forward to working with them on important issues.



# Nominate a Rise'ing Star!

Tell us about someone receiving services from Rise who has overcome obstacles and challenges and is working to achieve his/her own goals and live a self-determined life. Please give specific examples as to how this person has achieved her/her personal measure of success.

FLEBR

l nominate	(Name)	_ because:
Your Name: _		

Email: \_

Phone: \_

Mail to: Jean Stephenson at Rise, Inc., 8406 Sunset Road, Spring Lake Park, MN 55432. Use additional page if necessary. Also accepting email submissions; mail to: jstephenson@rise.org. **Submission deadline: July 22, 2016**.



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Administrative Offices | 8406 Sunset Road NE | Spring Lake Park, MN 55432-1387

# Twenty-six people performed in Rise's first-ever Celebrate Talent Show held May 3 -- what a special night it was! 1. Ademola Koleosho sang. 2. Jamie Pavlak played her harmonica. 3. Chue Chang demonstrated karate. 4. Sarah Yaeger performed a ribbon dance to Just Wanna Be With You. 5. Cody Roberts sang Where are You, Christmas? 6. Casey Gustner sang Ave Maria. 7. Matthew Stump told a funny story through ASL interpretation.





www.rise.org | Facebook: Rise, Incorporated | Shop: RiseStore.2020Brands.com Send mailing changes to: Ian Plitnick • 763.792.2448 • iplitnick@rise.org

See more photos on our Flickr page: tinyurl.com/ ho7ddpw