Creating choice, change and connection.
As we reflect on the successes our organization has achieved during the past year, it is clear that without our volunteers, donors and partners, it would not have been possible to provide high quality programs, opportunities, and activities to nearly 43,000 individuals. In 2012, we, together, responded to the increased needs of our community without missing a beat and without allowing the significant challenges of today distract us from achieving our mission of creating choice, change and connection for individuals and their families. We recognize that you have entrusted us to lead and there is no better time to do so than in times of great challenge. Our focus allowed us to elevate our attention to reimagining how we do business in this complex time. Our leadership team focused on quality of services and programs, evaluation of our agency, and financial strategies that position us for growth and sustainability. And by doing so, we have seen a real emergence of creativity and innovative approaches that address the needs of our community.

More directly, here are some key decisions and actions in 2012:

- Hired an Evaluation and Organizational Performance Coordinator to evaluate programs to ensure they are a mission fit and financially sustainable and to provide strong data to drive decisions for the organization.
- Invested in talent retention and development through an overhaul of our Performance Review Process, which has increased productivity and professional development of employees.
- Enhanced several facilities through upgrades, including Oak Park and Camden Community Centers. Also, moved into a new facility for Waite House in partnership with the Minneapolis Park and Recreation Board.
- Relocated our Executive and Development Office to West Broadway Avenue for a stronger presence in the community and better efficiencies for our agency.

We profoundly appreciate your trust, your confidence, and above all, your partnership.

Chanda Smith Baker, President and CEO
C. Paul Carver, Board Chair

C. Paul Carver, Board Chair
Chanda Smith Baker, President and CEO

MESSAGE FROM OUR LEADERSHIP

BOARD OF DIRECTORS

C. PAUL CARVER, CHAIR
C. PAUL CARVER, BOARD CHAIR
RETIRIED ATTORNEY

GERALD DEY, VICE CHAIR
RETIRING EXECUTIVE

ANDY AUGUSTINE, SECRETARY
VICE PRESIDENT, CARGILL

STEVEN HOUTZ, TREASURER
DIGITAL RIVER

KURT LIEBERMAN, IMMEDIATE PAST CHAIR
PARK FIFTH CAPITAL MANAGEMENT

NEDY WINDHAM, IMMEDIATE PAST CHAIR
OFFICE FOR BUSINESS AND COMMUNITY ECONOMIC DEVELOPMENT
UNIVERSITY OF MINNESOTA

TRACY BATSELL
HAMLIN UNIVERSITY

MARNI BUMSTED
CEO, HOLLYWOOD FASHION SECRETS

ANDREA CARO
CUMMINS, INC.

JO ANN HARRIS
FINANCIAL ANALYST, HENNEPIN COUNTY OFFICE OF BUDGET AND FINANCE

AMY HARTMAN
ATTORNEY

LISA DUNLAP
CO-DIRECTOR, CAMDEN NEIGHBORHOOD CENTER

KATIE KÖHN
COORDINATOR, ORGANIZATIONAL PERFORMANCE AND EVALUATION

ADAIR MÖSLEY
CHIEF OF STAFF

FRAY PRICE
CO-ARTISTIC PRODUCING DIRECTOR, PILLSBURY HOUSE + THEATRE

NOËL RAYMOND
CO-ARTISTIC MANAGING DIRECTOR, PILLSBURY HOUSE + THEATRE

FRANCISCO SEGOVIA
DIRECTOR, WAITE HOUSE

LESLEY VINSON
DIRECTOR, OAK PARK CENTER

Dwight Lavender
Group Manager, Diversity and Inclusion, Target

Travis Leonard
Associate, Vice President, Corporate Audit, Cargill

Rev. Dr. Craig Lewis
Abundant Life Enterprises

Peggye Mezile
Licensed Clinical Social Worker

Arthur Minus, III
Maverick Securities

Sahra Noor
Director of Language Services, University of Minnesota Medical Center, Fairview

Amit Patel
Entrepreneur

Raj Patel
Retired Executive, IBM

Adam Patel
HR Analyst, Digital River

Paul C. Pribbenow, PhD
President, Augsburg College

Buddy Snow
CEO, CopA Animal Health, LLC

AGENCY LEADERSHIP

Chanda Smith Baker
President and Chief Executive Officer

Alan Berks
Director of Communications

Vickie Besch
Co-Director, Camden Neighborhood Center

Jennifer Blevins
Director, Brian Coyle Center

Antonio Cardona
Director, Urban Institute for Service and Learning

Debra Chavis
Director, Oak Park Center

Julia Donaldson
Director of Advancement

Amano Dube
Director, Brian Coyle Center

LISA DUNLAP
CO-DIRECTOR, CAMDEN NEIGHBORHOOD CENTER

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FRANCISCO SEGOVIA
DIRECTOR, WAITE HOUSE

LESLEY VINSON
DIRECTOR, OAK PARK CENTER
Pillsbury United Communities has supported the academic success of youth since the organization’s founding in 1879. Today, PUC offers a range of programs to ensure young people get to and through college successfully. Our Charter School Authorizing Department, Pillsbury Early Education Center, and innovative academic support programs emphasize the social, emotional, and academic success of youth ages 2–24 years. Staff often serve as liaisons between families and schools, helping parents overcome barriers to involvement in their child’s education and working with teachers to support each child’s achievement. PUC has extensive experience tracking academic progress in schools through such initiatives as its truancy prevention program and college preparatory programs.

100% of middle school youth in our Youth Action Crew program demonstrated a mastery of digital literacy skills and text-based literacy skills by the end of the school year.

Supporting the success and social engagement of young people and their families in our neighborhoods is at the heart of Pillsbury United Communities’ work. What makes us effective is that we focus both on the academic achievement of our young scholars as well as on family economic and social wellbeing. We serve youth and teens with after-school, summer and school-success programs, through community service projects and volunteer opportunities, with mentoring, career counseling, and support groups, and by supporting post-secondary preparation and success.

With neighborhood centers that serve diverse populations, our high quality, culturally-competent and developmentally appropriate out-of-school time programs focus on meeting the specific educational needs of young people served in each neighborhood through an approach that builds on assets within each youth and family.

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**EDUCATION INITIATIVES**

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**PROGRAMS & SERVICES**

- BE@SCHOOL
- BREAKING ICE
- CHARTER SCHOOL AUTHORIZATION DEPARTMENT
- CHICAGO AVENUE PROJECT
- FANS
- HENNEPIN COUNTY HOME SCHOOL PROJECT
- PILLSBURY EARLY EDUCATION CENTER
- YOUTH ENTREPRENEURSHIP PROGRAMS
- YOUTH PATHWAYS

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**YOUTH & FAMILY PROGRAMS & SERVICES**

- ACTIVE OLDER ADULTS
- AFTERSCHOOL PROGRAM
- BE THE BOSS
- CHICAGO AVENUE PROJECT
- CITY FRESH VEGGIES TEAM
- CRISIS NURSERY
- CREW
- FANS
- FOR ADULTS WITH DISABILITIES
- FULL CYCLE
- GLOBAL YOUTH SERVICE DAY
- HENNEPIN COUNTY HOME SCHOOL PROJECT
- INTERGENERATIONAL MENTORING
- KIDS CAFE
- LET'S MOVE
- LIFE SKILLS
- PILLSBURY EARLY EDUCATION CENTER
- POWER OF OUR VOICES
- SSI FINANCIAL MANAGEMENT
- SUMMER PROGRAM
- TEEN CENTER
- THE TRIBE C COFFEE CART
- THE SISTERHOOD OF THE TRAVELING SCARF
- TOYS FOR TOTS
- YOUTH ENTREPRENEURSHIP PROGRAMS
- YOUTH PATHWAYS

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We pride ourselves in providing programming and services that are key to improving the health and nutrition of the thousands of people in our neighborhoods.

Through culturally relevant health education and nutrition programs, health clinics, assistance with obtaining health care, and fitness activities, we focus on the well being of children, teens and adults.

Our health education programs are culturally relevant for our communities.

From emergency resources like our food shelves to Culinary Arts program at Waite House, from the HIV outreach and testing at Pillsbury House + Theatre to the Let’s Move program at Oak Park Center, we look at both the immediate needs and the root causes of inequalities in health and nutrition.

**PROGRAMS & SERVICES**

- AFRICAN PACK GIVEAWAY
- COMMODITY SUPPLEMENTAL FOOD PROGRAM
- COMMUNITY CAFE
- CULINARY ARTS TRAINING
- FARE FOR ALL
- FREE INTEGRATED HEALTH CLINIC
- FOOD PANTRY
- HEALTH AND WELLNESS
- HEALTH REALIZATION TRAINING CENTER
- HIV OUTREACH & TESTING
- LET’S MOVE
- PHILLIPS COMMUNITY HEALTHY LIVING
- PRODUCE GIVEAWAY

**ACCOMPLISHMENTS**

100% of children ages 48-72 months left our early education center kindergarten ready.

904 Pillsbury United Communities worked with over 904 young people in our after school and summer enrichment programs.

50,587 meals were served to 825 individuals at the Waite House community cafe.

129 individuals with multiple barriers to employment were placed in jobs.

2,650 Pillsbury United Communities youth outreach workers supported 2,650 homeless youth by providing them with information, resources and referrals.
Pillsbury United Communities offers numerous emergency resources because sometimes people need to find stability before they find the strength they need to make their own lives better.

We offer the one-of-a-kind Crisis Nursery for overwhelmed parents, food and clothing support, support for immigrant women, and a bridge program for furniture and home essentials.

671 daycare placements for children ages 6 weeks to 12 years old were made by our crisis nursery.

Helping people of all ages secure job training and meaningful employment is a core service of Pillsbury United Communities.

Whether a participant is looking for an entry-level position, a new career or re-training for another industry, we are there to support the career plans and goals of the people we serve. Our programs range from computer skills classes to 21st century job search skills training, from specific industry job training courses to advanced leadership training.

- ADULT EDUCATION
- BE THE BOSS
- CAREER CLOSET
- CULINARY ARTS TRAINING
- FOR ADULTS AND DISABILITIES

- FREE COMPUTER LAB
- FULL CYCLE
- LIFE SKILLS
- THE SISTERHOOD OF THE TRAVELING SCARF
- THE TRIPLE C COFFEE CART

- URBAN INSTITUTE FOR SERVICE AND LEARNING
- URBAN OPPORTUNITIES
- YOUTH ENTREPRENEURSHIP PROGRAMS

PROGRAMS & SERVICES
- BRIDGING
- CLOTHES CLOSET
- COMMUNITY CAFE
- COMMUNITY SUPPLEMENTAL FOOD PROGRAM
- CRISIS NURSERY
- FOOD PANTRY
- IMMIGRANT WOMEN’S ADVOCACY
AGENCY INFORMATION

Year Founded: 1879
Mission Statement: To create choice, change and connection

CORE VALUES

We value an organizational culture and structure that supports establishing, building and deepening relationships over time.

We value lifelong learning for individuals, organizations and communities as a means of personal fulfillment and collective improvement.

We value our organizational role as a catalyst for promoting the connections, leadership, racial equity, and appreciation of differences necessary to create social cohesion.

We value supportive community resources that are essential to positive social change.

We value racial justice on four levels: for the individual, among individuals in relationships, within institutions, and across social structures – both by addressing the historical legacy of racism and by removing barriers to equal opportunity.

LOCATIONS

Brian Coyle Center
Camden Neighborhood Center
Oak Park Center
Pillsbury House + Theatre
Waite House
Urban Institute for Service and Learning
Executive/Development Office

DEMOGRAPHIC OF STAFF

Persons of color: 68%
Women: 60%

DEMOGRAPHIC OF BOARD

Persons of color: 54%
Women: 36%
**FINANCIALS**

**INCOME**
- CONTRIBUTED: 31.8%
- GOVERNMENT: 31.1%
- UNITED WAY: 24.2%
- EARNED INCOME: 12.3%
- OTHER: 0.6%
- TOTAL INCOME: **$ 8,538,766**

**EXPENSES**
- NEIGHBORHOOD & FAMILY SERVICES: 75.6%
- ARTS & CULTURE: 10.9%
- MANAGEMENT & GENERAL: 9.0%
- FUNDRAISING: 4.6%
- TOTAL EXPENSE: **$ 8,508,070**

**CHANGE IN NET ASSET**
- **$ 30,696**

**REVENUE: 2011 vs. 2012**
- **$149,656** vs. **$184,999**
- **$133,610** vs. **$169,624**
- **$135,563** vs. **$240,919**
- **$1,746,966** vs. **$1,774,966**

**DEMOGRAPHICS**

**NUMBER OF HOUSEHOLDS SERVED:**
- **24,962**

**NUMBER OF INDIVIDUALS SERVED:**
- **43,860**

**COUNTIES SERVED**
- Anoka County, Carver County, Chisago County, Dakota County, Isanti County, Hennepin Co. East (Minneapolis), Hennepin Co. Northwest, Hennepin Co. West, Hennepin Co. Southwest, Ramsey Co. St. Paul, Ramsey Co. Suburban, Scott County, Washington County

Contributions from individuals, businesses and foundations increased by 3% from 2011 to 2012.
CORPORATIONS AND FOUNDATIONS
$100,000+
Bush Foundation
Carl and Elosie Pohlad Family Foundation
Greater Twin Cities United Way
Mcknight Foundation
Norfport Finance Fund
Otro Bevero Foundation
Social Settlement Association
$50,000-$100,000
Cargill Foundation
Family Housing Fund
Jerome Foundation
Ruth Easton Fund of the Edelstein Family Foundation
Media Foundation
Seward Community Co-op
Target Foundation
$25,000-$50,000
Best Buy Children’s Foundation
Creative Capital Foundation
MnP Fund
Quality Bicycle Products
Social Venture Partners
Thrivent Financial for Lutherans
Youthprise
$10,000-$25,000
Allina Health
Beverly Foundation
CODIBS
Katherine B. Anderson Fund of the St. Paul Foundation
Marbrook Foundation
Minnesota Foundation
Mortson Family Foundation
North Central Regional Church
The Mankato Area Fund of the Minnesota Foundation
The Pat and Tom Grossman Family Fund
The Shubert Foundation Inc.
Thomson Reuters
United Arts Fund
COMNAS
VSA Minnesota
Wells Fargo Foundation
Minnesota Women’s Foundation
$5,000-$9,999
Allina Health
Beverly Foundation
CODIBS
Katherine B. Anderson Fund of the St. Paul Foundation
Marbrook Foundation
Minnesota Foundation
Mortson Family Foundation
North Central Regional Church
The Mankato Area Fund of the Minnesota Foundation
The Pat and Tom Grossman Family Fund
The Shubert Foundation Inc.
Thomson Reuters
United Arts Fund
COMNAS
VSA Minnesota
Wells Fargo Foundation
Minnesota Women’s Foundation
$2,500-$4,999
Anonymous
Cliff Bar
Dye Family Foundation
Fairview Health Services
Greater Minnesota Council of Churches
Mary C. Kohler Fund of the Minnesota Foundation
Rotary Club of Minneapolis
Sundance Family Foundation
Trinity Lutheran Cathedral
West Bank Community Coalition
Youth Service America
$1,000-$2,499
Anonymous
Chanda Smith Baker
David and Diane Lilby
Laurel Bente and Candida Barnett
Brent Birk
Kimberly Bleecker
Shana Borden
Chandra Bower
Carol Braun
Jenny Brehm
Marja Brolund
Jay Broy
Michael Bruno
Mary and Bryan Bennett
Richard Burns
Sara Burtner
Mary C. Dolan
Jim Dale
Soraya Danger
Michael Dalgar
Barbara Davis
Heidi Davis
Freddie L. Davis-English
Richard De Courcy
Darcy Dean
Mark Dean
Alicia DeBow
Raymond Dehn
Rick Delong
Marie Denholm
Christoffer Denne
Patrick Denison
Ertin Nar mansa Deresa
Nancy Devitt and Richard Chace
Carol DeVore
Geral and Sheila Deyo
Gail and Linda Doleman
Robert Dierke
Nicole L. Dobert
Carol Dose
Mrs. Mary C. Dolan
Ann Donaldson
Julia Donaldson
Kate and Doug Donaldson
Lori Dulin
John Dorso
Larry and Kelly Dohrer
Pat and John Dowell
Joe Dowling and Sobhan
Jeff Drapp
Antonio Duke
James D. Duke
Cory Dukelis
Damon Dunill
Jean Ann Dunlack
David Dustburg
Nancy and Jay Dowsley
Pamela A. Dybdahl
Scott Dyer
Joyce E. Dynka
Grace and Keith Dyndal
Jared Eamon
Christine and James Eck
Eunice E. Eicker
Tim Edelbrock
Vicki Elges
Chris Elchisatt
P.J. Eichten
Dan Estheim
Julie Ekeneng
Mr. David Ellis
Catherine and Timothy Emerson
Karim Emerson
Rachel Endress
Jennifer Ensko
Carole Everchild
Briana evenson
Carole Evenchik
Jennifer Eriksson
Mary J. Egan
Sarah Foley
Betty Tisel
Kate Fay