



emma norton  
services



partners along the journey  
*of change*

2009 annual report

Dear friends and supporters,

Emma Norton Services is more than just a place to stay, it is home. At Emma Norton Services we are in the business of helping to heal broken lives and opening doors to the future. In 2009, staff, residents and volunteers partnered to bring about changes that encourage each individual to build the future they want. Under the leadership of Executive Director, Jodi Pfarr, the women at Emma Norton Residence and Emma's Place participated in the *Getting Ahead* program. The innovative Circles initiative will be launched in 2010. Both programs provide support and structure for the women as they work toward their goal of building a new life for themselves.

Residents also had the opportunity to develop their leadership skills by participating in house meetings, Resident Council and new in 2009, a chartered unit of United Methodist Women. While ENS is a secular organization, the UMW provides a spiritual component to women who are interested in participating. This group meets weekly for fellowship, to participate in a service project, learn a new craft or for discussion. They have worked together to create layettes for infants in Haiti, learned to knit and participated in a special Bible study led by Bishop Sally Dyck.

We are deeply grateful for the hard work and generosity of many individuals, churches, groups, foundations and corporations whose financial gifts keep the doors at Emma Norton Services open. Individual donors gave more than \$380,000 to ENS in 2009. Fundraising efforts included a Benefit Breakfast, an evening at the theater, Annual Dinner and Silent Auction while additional funds arrived via matching challenge funds from Global Ministries of the United Methodist Church and a positive response to our grant applications.

Membership in the Daisy Erbes Society grew and The Emma's 100 Club was launched. The Emma's 100 Club was created to help with sustainability during months of historic donation drought. We are also blessed for the many in-kind gifts we receive, from items as large as an automobile to those as small as a roll of toilet paper.

Communication efforts were enhanced with an updated website, a redesigned newsletter and the completion of the video presentation, *Emma Norton Services: Partners Along the Journey of Change*, featuring Bishop Sally Dyck. A special word of thanks to the Bishop and former residents for contributing their thoughts and stories for the DVD.

After serving as board chair for four years, I'm pleased to pass the torch on to our 2010 board officers and members. This has been a wonderful journey for me with all the friends who are part of this organization. I close with a word of appreciation for the board members, committee members, staff, residents and the other volunteers who have been a part of our work in 2009. Your dedication and service is fantastic.

Recently, Emma's UMW made a video to tell the story of how their unit started. The opening scene has four residents approaching the front door of the Emma Norton Residence. When they reach the door, they turn back to the camera and say, "We're home!"

It is because of your support that they have this home.



Faithfully,

*Mary Gates*

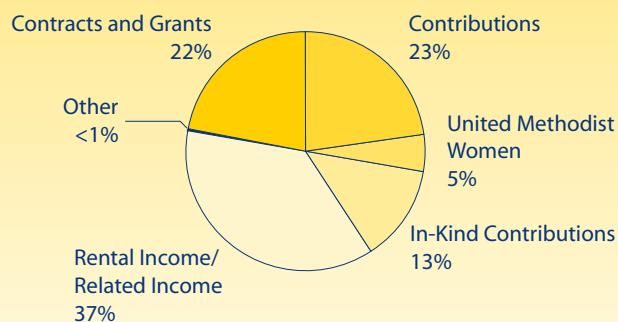
Mary Gates, Board Chair

# 2009 Combined Financial Statement

(Emma Norton Residence & Emma's Place, January 1, 2009 – December 31, 2009.)

SUPPORT AND REVENUE TOTAL	2009	2008
Contracts and Grants	\$ 352,509	\$ 440,799
Contributions	380,605	369,542
United Methodist Women	73,637	80,524
In-Kind Contributions	213,518	200,849
Rental/Related Income	607,365	445,259
Other	(3,989)	19,926

## 2009 Revenue

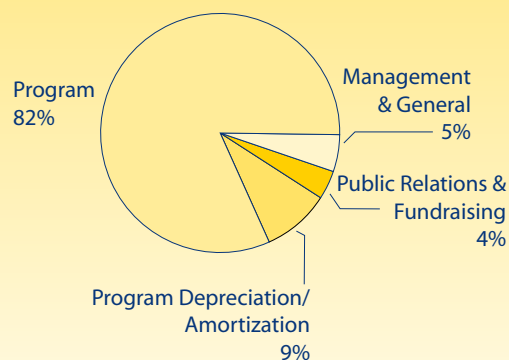


**Total Support and Revenue \$1,623,645 \$1,556,899**

## EXPENSES

Program	\$ 1,374,406	\$ 1,196,273
Management and General	86,040	74,846
Public Relations and Fundraising	65,579	56,717
Program Depreciation/Amortization	144,324	142,018

## Expenses



**Total Expenses \$1,670,349 \$ 1,469,854**

Net Income \$ (46,704) \$ 87,045

Net Assets – Beginning of Year 1,890,488 1,803,443

**Net Assets- End of year \$1,843,784 \$1,890,488**

*In accordance with GAAP, we have recorded depreciation and amortization expenses. These are non-cash expenses that cause our expenses under accrual account to be greater than actual cash expenses. From a cash operating income perspective, we had a net income rather than a net loss.*

## A Year in Review

2009 was a wonderful year at Emma Norton Services. Our website, [www.emmanorton.org](http://www.emmanorton.org) received a mid-year facelift to reflect the new look of the Emma Norton Services brand. The user-friendly website provides information to donors, volunteers, prospective residents and supporters. The website also features excerpts from the *Partners Along the Journey of Change* video. This video explains what ENS is and why the support services offered are so vital to our communities.

Many volunteers, supporters and donors made positive contributions. A few examples of their generosity include:

- Grace UMC, Pequot Lakes donated two new commercial vacuum cleaners.
- A member of Girl Scout Troop 50299 gave the conference room a professional look with fresh paint, pictures and a white board as her Girls Scout Gold Award project.
- McKesson Corp. donated new bicycles to the kids at Emma's Place.
- A wonderful couple donated a vehicle to a contest-winning resident.



Grace UMC (Pequot Lakes) donated vacuum cleaners.

- The UMW and the Tollefson Estate generously funded replacement of our aging computer system.

Support programs at ENS took new shape in the form of the *Getting Ahead* program and the *Circles* initiative. *Getting Ahead* and *Circles* are components of the *5-Phase Program* in which staff work in partnership with residents to develop individual plans. In 2009, 16 women at Emma Norton Residence embarked on the *Circles* journey to self-sufficiency, stability and sustainability.

ENS also focused on building community within. Kids from different families learning to play together, women rearranging tables to eat together, joining groups like the UMW unit and participating in events like National Night Out, reaffirm the need to build a strong sense of community within ENS. All these guided endeavors will assist in learning self-sufficiency in the greater communities.

A special fundraising program was introduced to join the Daisy Erbes Society (annual giving above \$2,500) and other recognition levels. The Emma's 100 Club was launched to create steady, monthly cash flow. Participants commit to give \$100 each month. The program was well received and is generating needed funds.

Thank you to everyone who helped make this a successful year.



Volunteers stuff birthday gift bags for residents.



In-kind donations arrive at Emma Norton Residence.

## Programs & Services

ENS seeks to create a positive nurturing environment where women can attain some stabilization and then explore and create a future story for their lives and the lives of their family members. Our guiding philosophy recognizes the dignity and innate capability of each of our residents. The staff does not impose particular plans and goals on a resident. Instead, based on a relationship of mutual respect, we work in partnership with each resident to shape an individualized plan that stems from her particular needs and dreams.



*Residents participate in group work.*

At ENS, we want our services and programming to remain relevant and therefore practice a periodic review of outcomes and resident profiles. We recognized that our residents come from long-term poverty and homelessness and have many complicating issues to resolve in order to become stable and independent. To help our residents through this process requires not just the basic services and financial support, but also innovative support services that not only create stability and personal growth but also lay the foundation for achieving self-sufficiency. To meet the needs of our residents, ENS initiated our comprehensive *5-Phase* programming. We believe that the broad support and self-empowering nature of the program will improve for our residents the potential benefits of *the Getting Ahead* curriculum and the *Circles Initiative*.

Five Phases:

- Stabilization
- Contemplation
- Commitment
- Execution
- Sustainability

Each of the five phases consists of one-to-one coaching sessions with a case manager, group meetings, workshops and outside activities that help build the resources that will lead to and help sustain self-sufficiency and safety.

*Getting Ahead in a Just Gettin' By World* is a key piece of our new programming. Normally a part of Phases 2 and 3, this curriculum contains 14 modules designed to prepare residents to take on a leadership role in their lives. *Getting Ahead* teaches how to understand and use the hidden rules of social class to build up financial, emotional, social and other resources. Residents learn how to build their own path from poverty to prosperity by understanding the 'big picture' of poverty, completing a self-assessment of personal and community resources, and creating a plan to build their own resources. The development of an individual game plan for success with goals, action plans and support is designed to maintain the resident's commitment and progress on her path to independence and well-being.

To provide ongoing support of *5-Phase* and beyond, ENS began laying the groundwork for the *Circles* initiative to launch in 2010. Coordinated by a staff member, each circle consists of a resident (the circle leader) working to get out of poverty and 2-4 community volunteers (circle members) who befriend and support the individual or family in their ongoing efforts. The circle leader sets the direction for the circle's activities. Circle leaders and members develop a common lexicon for poverty, economic class, race, and community prosperity that helps them develop relationships of mutual respect. Each circle leader sets goals that are unique to her own needs and circumstances. Those goals will lead to developing the emotional, financial, and intellectual resources necessary to achieve and sustain self-sufficiency and family stability. The circle members help the circle leader set her goals in motion.

## Events

Many fundraising events have helped to increase funding for our support services and facilities including the 2009 Annual Dinner & Silent Auction, the 2009 Benefit Breakfast and the Park Square Theater production. Park Square Theater donated a single performance benefiting Emma Norton Services. It was a wonderful way to not only expose residents and new community members to Park Square Theater and Emma Norton Services, but also proved to be a successful fund-raiser for ENS.

Emma Norton Services continued to have a strong presence at various community and United Methodist Church events as well as opportunities for speaking engagements at various companies, organizations and churches.

## Contributions

Thank you to our many donors that helped support Emma Norton Services in 2009!!

### DAISY ERBES SOCIETY

Daisy Erbes managed the funds that were given to the Methodist Episcopal Women's Auxiliary by Emma Hayes Norton in 1921. Through her care of these funds, they grew and helped create what is today, Emma Norton Services. The purpose of the Daisy Erbes Society is to encourage and recognize financial gifts of \$2,500 or more.

#### PLATINUM: \$25,000 +

#### GOLD: \$10,000 - \$24,999

Donald & Sandra Craighead  
Gail Fuad  
Anonymous 1

#### SILVER: \$5,000 - \$9,999

William & Paula Foege  
Jeanette Tollefson Estate

#### BRONZE: \$2,500 - \$4,999

Gregory & Ann Anklam  
Donald & Naren Bauer  
Wanda Driver  
Clyde & Mary Gates  
Ralph & Shirley Jackson  
Larry & Barbara Moore  
Janet Morey  
Pearl Okubo  
Ronald & Judith Phillips  
Timothy & Patricia Pitera  
Joyce Prudden & Michael Shoop  
Robert & Joyce Rosene  
Joyce Schowalter

### FOUNDATIONS, CORPORATIONS AND GROUPS

AAUW Owatonna Branch  
Bill & Melinda Gates Foundation  
Emergency Shelter Grant Program  
Emma Norton Designated Fund Interest

Family Supportive Housing Center  
Flaherty Arden Bowl  
Fred C. & Katherine B. Anderson Foundation  
General Board of Global Ministries  
General Board of Global Ministries – Women's Division  
Greater Twin Cities United Way  
J.Pfarr Consulting  
Luna's Maintenance Service  
MacArthur Foundation  
Marguerite Casey Foundation  
Metzer Family Trust  
Minneapolis Foundation  
Minnesota Annual Conference UMC  
Minnesota Department of Human Services  
Nash Foundation  
Olmstead United Way  
Otto Bremer Foundation  
Pohlad Family Foundation  
Ramsey County  
RBC Foundation  
Rockefeller Foundation  
Sauer Children's Renew Foundation  
St. Paul Foundation  
Steeple People Surplus Store  
Success Computer Consulting  
Target  
United Methodist Women  
US Department of Housing & Urban Development

### THE EMMA'S 100 CLUB

The Emma's 100 Club was developed to cultivate donors who make sustaining gifts of \$100 or more each month to assist in consistent financial support for ENS.

Doug & Deb Anderson  
Donna Burns Anderson  
Roger & Ruth Ann Bothe  
Hildy Bowbeer  
Faith Buss  
F. Joan Daugherty

James & Marilyn Dodge  
Kenneth Ehrman & Sally Dyck  
Diane Ellis  
David & Joan Elton  
Elizabeth Everitt  
Gretchen Fogo  
Rodney & Diana Hanson  
Walter & Roxanne Lockhart  
George & Florence Marks  
Clay & Mary Lynn Oglesbee  
Pearl Okubo  
Jodi Pfarr  
Marguerite Pramann  
Fred Reuning & Janis Callison  
Howard & Donna Rines  
Terrance & Carol Sayles  
Jarvis & Ruth Sejnoha  
Eric Thorsell  
Sik-Toh & Linda Ting  
James & Virginia Vandervest

### MONTHLY DONORS (\$1-\$99 MONTHLY GIFT)

Mary Burns  
Fran Field  
Tanya Fuad  
Paula Hughes  
Charles & Susan Losinski  
Paul & Wendy Lucas  
Marie Piette  
Terrance & Carol Sayles  
Wayne & Susan Shelton  
Carroll & Michele Vance

### PARTNER CHURCHES

Advent UMC (Eagan)  
Centennial UMC (Roseville)  
Christ UMC (Maplewood)  
Fairmount Avenue UMC (St. Paul)  
First UMC (Correll)  
First UMC (St. Cloud)  
Grey Eagle UMC (Grey Eagle)  
Hillcrest UMC (Bloomington)  
Holy Trinity UMC (Prior Lake)  
Immanuel UMC (Corcoran)  
Korean UMC (New Brighton)  
Lydia Zion UMC (Jordan)  
McGregor UMC (McGregor)  
New Avon UMC (Redwood Falls)  
Oakland Avenue UMC (Minneapolis)



The Emma Norton Residence facility in downtown St. Paul is a 45-bed residence, offering long-term support and services for homeless women in transition, whose goals are to become independent and self-sufficient.

Richfield UMC  
Woodbury UMC

### CONTRIBUTING CHURCHES AND UNITED METHODIST WOMEN

Ada Faith UMW  
Adrian UMW  
Advent UMC (Eagan)  
Albert Lea UMC  
Albert Lea UMW  
Albright UMC Youth Fellowship (Marshall)  
Aldersgate UMC (St. Louis Park)  
Alexandria UMW  
Alexandria UMW, Joy Circle  
Amboy UMC (Amboy)  
Amboy UMW  
Amo UMW  
Arlington Hills UMC (Maplewood)  
Arlington Hills UMW, Naomi Circle  
Beauford UMW  
Becker UMC  
Bethel UMW (Mound)  
Blaine UMC  
Blaine UMW  
Blooming Grove UMC (Morristown)  
Blue Earth Hope UMW  
Brooklyn Center UMW  
Brooklyn Center UMW, Martha Circle  
Cambridge UMC  
Centenary UMW (Mankato)  
Centennial UMC (Roseville)  
Centennial UMW (Roseville)  
Central Park UMC (St. Paul)  
Central Park UMW (Eau Claire)  
Christ UMC (Maplewood)  
Christ UMW (Maplewood)  
Church of Peace UMC (Fergus Falls)  
Coon Rapids UMC  
Deer Creek UMW  
Eau Claire UMW  
Elk River UMW  
Eveleth UMC, Eva Kiernen Circle  
Evergreen UMW Wahpeton  
Excelsior UMW, Deborah Circle  
Fairfax UMW  
Fairmount Avenue UMC (St. Paul)  
Fairmount Avenue UMC, Friendship Circle (St. Paul)  
Fairmount Avenue UMW (St. Paul)  
Faith UMC (St. Anthony)  
Faith UMW (St. Anthony)  
First UMC (Correll)  
First UMC (St. Cloud)  
Fosston UMW  
Fridley UMW  
Gethsemane UMC (Lino Lakes)  
Glendale UMW  
Grace Church  
Grace UMC (Burnsville)  
Grace UMC (Lakeville)  
Grace UMC, Ruth Voll Circle (Paynesville)  
Grace UMW (Corcoran)

Grace UMW (Hendricks)  
Grace UMW (Pequot Lakes)  
Grace UMW (Warren)  
Grey Eagle UMC (Grey Eagle)  
Hamline UMC (St. Paul)  
Harmony UMC  
Hector UMW  
Henning UMW  
Hennepin Avenue UMW  
Hillcrest UMC (Bloomington)  
Hillcrest UMW (Bloomington)  
Hilltop UMC (Mankato)  
Holy Trinity UMC (Prior Lake)  
Hudson UMW  
Humboldt UMW  
Immanuel UMC (Corcoran)  
Janesville UMW  
Kimball UMC  
Korean UMC (New Brighton)  
Lake Harriet UMC (Minneapolis)  
Lake Harriet UMW (Minneapolis)  
Le Sueur UMW  
Luverne UMW  
Lydia Zion UMC (Jordan)  
McGregor UMC (McGregor)  
Messiah UMC (Plymouth)  
Minnesota Conference UMW  
Minnetonka UMC  
Montevideo UMW  
Monticello Community UMC  
Montrose UMW  
Moose Lake UMC  
Mora UMC  
Morristown UMW  
Motley UMW  
Mounds Park UMC (St. Paul)  
Nashwauk UMC  
Nashwauk UMW  
New Avon UMC (Redwood Falls)  
Northfield UMC  
Northwest Texas Conference of the UMC  
Oakland Avenue UMC (Minneapolis)  
Oakwood UMC (New Ulm)  
Oakwood UMW (New Ulm)  
Osakis UMW  
Pengilly UMW  
Pine River UMW  
Portland Ave. UMW (Bloomington)  
Presbyterian UMW (Browns Valley)  
Princeton UMW  
Prospect Park UMC (Minneapolis)  
Renville UMC  
Renville UMW  
Richfield UMC

Richville UMC  
Rochester-Bethany UMW  
Ruth Circle UMW (Paynesville)  
Shakopee UMW  
Simpson UMW (Minneapolis)  
Southern Prairie District UMW  
Spencer Brook UMW (Princeton)  
Springfield UMC  
St. Cloud UMW  
St. Croix Valley UMW  
St. Francis UMC  
St. Francis UMW  
St. Paul's UMW (Mendota Heights)  
Stanton UMW (Dennison)  
Stillwater UMW  
Sumner Center UMC (Stewartville)  
Trinity UMW (Minneapolis)  
Waterville UMW  
Wesley UMC (Hibbing)  
Wesleyan Guilders UMC (Virginia)  
Wheelock Parkway UMC (St. Paul)  
Winona Central UMC  
Women's Division of the UMC  
Wood Lake UMW  
Woodbury UMC  
Woodbury UMW  
Woodbury UMW, Pricilla Circle  
Woodbury/Peaceful Grove UMC

## INDIVIDUALS

### EMMA'S ANGELS:

**\$1,000-\$2,499**

Donna Burns Anderson  
Roger & Ruth Ann Bothe  
Hildy Bowbeer  
Faith Buss  
Kenneth & Michele Chin-Purcell  
James & Marilyn Dodge  
Kenneth Ehrman & Sally Dyck  
Diane Ellis  
Gretchen Fogo  
Rodney & Diana Hanson  
Fae Jacobs  
Walter & Roxanne Lockhart  
George & Florence Marks  
Wes & Marie Mellgren  
Gwen Moorhead  
Clay & Mary Lynn Oglesbee  
Jodi Pfarr  
Marguerite Pramann  
Howard & Donna Rines  
Jarvis & Ruth Sejnoha  
Eric Thorsell  
Sik-Toh & Linda Ting  
Anonymous 2  
Anonymous 3

## BENEFACTORS:

**\$500-\$999**

Paul & Susan Bosshardt  
Gayleen Clark  
Elizabeth Everett  
Mark & Patricia Grimes  
Curt & Betty Gumbrell  
Dennis & Jan Hier  
David & Shirley Hogan  
Don & Mary Hopkins  
Kurt Hughes  
William & Diane Krueger  
Patsy Larson  
Barbara Leary  
Gene & Mary Ann Rick  
Muriel Rogers  
Terrance & Carol Sayles  
Katie Schneider Bryan  
William & Kathy Smith  
James & Virginia Vandervest  
Steven Weber

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George & Lois Carlson  
Elaine Christiansen  
Ann Girres  
Mary Halet  
Richard & Shirley Harper  
Charles & Jeanette Heller  
Jonathan Hoistad  
Robert & Lois Moffitt  
Eric Morter  
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Nancy Nielsen  
E. Stephen & Adelle North  
Gail Ann Orde  
Loleta Scott  
C.W. Seidel  
Wayne & Susan Shelton  
Jerry Stellner  
Nancy Weir  
Joyce Wissink

## PATRONS: \$100-\$299

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Mildred Carlson  
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 Polly Smith  
 Debra Smith Wagner  
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 Joy Sorensen Navarre  
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 Darlene Vandermyde  
 Robert & Karen Veninga  
 Wayne & Susan Walther  
 Sherry Weidner  
 Bernard & Gloria Wesloh  
 Polly West  
 Thomas Wickham  
 Beth Widstrom Anderson  
 Elizabeth Wolf  
 Anonymous 4  
 Anonymous 5

Anonymous 6  
 Anonymous 7  
 Anonymous 8  
 Anonymous 9  
 Anonymous 10  
 Anonymous 11  
 Anonymous 12

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 Melissa Adams  
 Sharri Adams  
 Sandra Adelmund  
 Ruth Agar  
 Nancy Allison  
 Karen Ament  
 Allene Anderson  
 Karen Anderson  
 Marian Anderson  
 Karen Andrew  
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 Vonda Atkinson  
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 Suzanne & Michael Banner  
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 Whelan Bedwell  
 John & Elizabeth Beetsch  
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 Christine Garty  
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 John Goelz  
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 Dee Hemgren  
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 Catherine Holtzclaw  
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 Carol Lindberg  
 Cecilia Lonetree  
 Frances Long  
 Greg Lucas  
 Tony Luna  
 James Lutiger  
 M. Eileen Lysne  
 Marilyn MacGregor  
 Helen Madden  
 Velma Madison  
 Beverly Mann  
 Carrie Marsh  
 Jean Marshall  
 Patricia Marzolf  
 James Mattison  
 Joyce Mattson  
 Sylvia McCollor  
 Mabel McLean  
 Alice Meppen  
 Edwin Michael  
 Jill Michael  
 Patrick & Carol Milan  
 Dan Miller  
 Douglas L. Miller  
 Karen I. Miller  
 Michelle S. Miller  
 Pauline Miller  
 Ruby Miller  
 Matthew Mitchell  
 MLT  
 Olga Mondesir  
 Mary Moore  
 Jane Moren  
 Stephen & Dorthy Moser  
 Denise Mueller  
 Vicki Myatt  
 E. Nallick  
 Eileen Nelmark  
 Helen Nelson  
 Marlys Nelson  
 Nancy Ness  
 Barbara Nicholson  
 Carl & Jean Noren



Paul & Sue Bosshardt donated a car won by resident Rochelle in a contest.



*Kids participate in an after school program.*

Marrlys Norvell  
 Sandra Nowak  
 Nancy Noyed  
 Nancy Nunn  
 Ervin & Elizabeth Oelke  
 Cindy Ohlenkamp  
 Nancy Ohrn  
 Janine Olmscheid  
 Frances L. Olson  
 Karen J. Olson  
 Patricia Olson  
 Janet Orescanin  
 Ed & Fern Ostberg  
 Beryl Perry  
 Carole Petersen  
 W. Peterson  
 Wesley V. Peterson  
 Amy Petry  
 Linda Phillips  
 Michael Phillips  
 Nancy Pierson  
 Elizabeth Pray  
 Della Pribnow  
 Lucille Prinsen  
 Nancy Pry  
 Glen & Darlene Puncoschar  
 Charles & Alice Purdham  
 Robert & Sally Purvis  
 Amy Quick  
 Ramela Rahkola  
 Marion Redman  
 Frank & Jean Reese  
 Elisabeth Reif  
 Muriel Reiman  
 Patricia & Christine Repinski  
 Geraldine Revier  
 Gordon & Pauline Richards  
 Robert Rollin  
 Leonard & Rae Rowe

Marilyn Sadloske  
 Duane & Melody Sanders  
 Carol Sandstrom  
 Gordon Sangster  
 Elaine Santore  
 Stephen & Mary Santos  
 Duane & Linda Sarazin  
 Sharon Sawyer  
 Paddy Schafer  
 Mildred Scheel  
 John & Ruth Schevenius  
 Melanie Schroeder  
 David & Judith Schuelke  
 Barbara Schulz  
 Maxene Schwanke  
 Jim Seidel  
 Gail Seifert  
 Charlotte Sevaldson  
 Marie Shippee  
 Elizabeth Silseth  
 Jennifer Simonsen  
 Kitrinna Simonson  
 Arlene Sivanich  
 Marie Skippee  
 JoAnn Slifer  
 Joan Smiley  
 Margaret I. Smith  
 Sarah Smith  
 Wilma J. Smith  
 Marilyn Snelson Temple  
 Charlotte Snook  
 Susan Sorenson  
 Melva Speckman  
 Carol Stark  
 Virginia Stickley  
 Larry Stivers  
 Lisa Stokes  
 Nancy Strobel  
 Lorraine Stussy

Robert Swenson  
 Mary Tappe  
 Jennie Theisen  
 Daniel Thielen  
 Dale & Barbara Thompson  
 Jim & Anita Thompson  
 Donna Treichler  
 Lois Trick  
 Donna Trimble  
 Margaret Turk  
 Elaine Underdahl  
 Mary Vaccaro  
 Carmen Valenzuela  
 Patricia Van Wylen  
 Lois Vandyck  
 Verena Vanfleet  
 Calvin & Janelle Vaubel  
 Esperanza Viacrucis  
 M. Susan Viking-Kueck  
 Karen Vitalis  
 Helen Vulu  
 Jean Waldt  
 John Walker  
 Shirley Walker  
 Frances Walkes  
 O. Douglas Wangensteen  
 Betty Ward  
 Marilyn Wason  
 Diana Weisenfluh  
 Sharon Weller  
 Pauline Westlund  
 Arlene Wetzal  
 G. Luella Whiting  
 Mark Wieberg  
 Grace Wiggen  
 Logy & Syllvia Williams  
 Lyle & Dorothy Williams  
 David & Joyce Windmeirer  
 Mary & Wayne Wolsey  
 Mary Wymore  
 Barbara Young  
 Helen Young  
 John & Joann Youngstrom  
 Anonymous 13  
 Anonymous 14  
 Anonymous 15  
 Anonymous 16  
 Anonymous 17  
 Anonymous 18  
 Anonymous 19  
 Anonymous 20  
 Anonymous 21  
 Anonymous 22

## IN HONOR OF

**Dorothy Anderson**  
 Marit Kucera  
**Lloyd & Susan Armstrong**  
 Charlotte Snook  
**Randy Bauer & Debbie O'Leary**  
 Don & Naren Bauer  
**Baurett**  
 Joyce Mattson  
**Myrtle Bentley**  
 Brian & Patricia Bentley  
**Ruth Ann Bothe**  
 Diane E. Nelson  
 Sandy Craighead  
 Susan Shelton  
**David & Joan Elton**  
 Leonard & Rae Rowe  
**David Elton**  
 Leonard & Rae Rowe  
**Joan Elton**  
 Leonard & Rae Rowe  
**D. Foster**  
 Marlene Peterson  
**Merril & Karen Frydendall**  
 Lucille Prinsen  
**Mary Gates**  
 Gloria Blacklock  
**Cathy Lee Gierke**  
 Rebecca Mix  
**C. Gregorson**  
 Rosemount UMC  
**Nadia Johnson**  
 Philip Weller  
**Bernice Lichty**  
 Lucille Prinsen  
**William Lockhart**  
 Marjorie Dana-Levine  
**Florence Marks**  
 Clyde & Mary Gates  
**Pearl Okubo**  
 Jeannette Kahlenberg  
**Elva Nielson**  
 Sharon Weller  
**Jodi Pfarr**  
 Osseo MN UMW  
**Lucille Prinsen**  
 Deanna Kramer  
**Vogel 50th Anniversary**  
 Lucille Prinsen  
**Rachel & Tom Warner**  
 Anonymous  
**Rachel & Tom Warner**  
 Kelsey O'Harris  
**Rachel & Tom Warner**  
 Debra Schaffran

## IN MEMORY OF

**Calista Bechtold**  
 Mary Gates  
**Bea Braun**  
 Mary Gates  
**L. Eucken**  
 Tracee Eucken  
**Valborg Gustavson**  
 Walter Gustavson  
**Marvin Grunke**  
 Marie Mellgren  
**Lois Kohler**  
 Mary Gates  
**Phyllis Metzger**  
 Donald & Naren Bauer  
**Victor Nippoldt**  
 Donald & Mildred Scheel  
**Verlan Ott**  
 Woodbury UMC  
**Clement Peterson**  
 Donald & Naren Bauer  
**John Redman**  
 Marion Redman  
**Leone Reed**  
 Mary Gates  
**Ivan Sanderson**  
 Donald & Naren Bauer  
**Alice Seidel**  
 Colleen Erickson  
 Scott & Beth Fritz  
 Mary Gates  
 Lois Gehl  
 Joan Marie Hathway  
 Robert & Mary Haufek  
 Debora Hendricks  
 Bruce & Deborah Lindgren  
 L.M. Lindgren  
 Linda Lindgren  
 Doris E. Lofgren  
 C.W. Seidel  
 Deborah Waterbury  
 Polly West  
**Jane Souhrada**  
 Lucille Prinsen  
**Marion Wiegand**  
 Centennel UMC  
**Murden Woods**  
 Mary Gates

Note from the 2009 Executive Director

Emma Norton Services had another good year despite the struggles that non-profits continue to experience in this economic downturn. Due to the continuing generosity of all of our great supporters we were able to lay a good foundation in 2008 on which to build in 2009. In 2009, we gained new and additional funding with the launch of innovative programming, including our new *5-Phase Program* and the *Getting Ahead* and *Circles* initiative components. We also added a case management software tool from Community Collaborations, Inc. which not only allows ENS staff to track and measure individual and organization results but also provides residents access to track their own progress. Organizational restructuring also allowed us to realign our organization to better serve the complex needs of our residents. A redesigned website and produced video has also brought more community attention to ENS.

On behalf of the residents whose lives are touched by ENS and the staff whom you support with countless volunteer hours and financial support, allow me to express our sincere gratitude for your partnership along our journey of change.

Jodi R. Pfarr

## About ENS

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Emma Norton Services provides safe and supportive housing for individual women, children and families who are homeless and are also experiencing mental health or chemical dependency issues. ENS also offers

innovative programs and support services to assist our residents on their self-directed journey out of poverty.

As we partner with our residents on their journeys out of poverty, Emma Norton Services also strives to help our communities better understand poverty as more than just being poor in financial resources. Persons in poverty can lack emotional, mental, spiritual, physical relationship, language, motivation, support and other resources as well.

Emma Norton Services – Partners Along the Journey of **Change**

## In-Kind Donors

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Hundreds of individuals, communities of faith, corporations, and groups have given wonderful in-kind gifts including paper products, cleaning and laundry supplies, toiletries, gifts for residents, linens and blankets, office supplies to name a few. The generosity of these individuals and organizations has allowed money that would be needed to purchase necessary items to be reallocated to important programs and support services. Thank you very much for your help!

## Volunteers

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Thank you! Thank you! Thank you! Thank you! Thank you!

Volunteers are the lifeblood of any organization and we have some of the very best. We give great thanks and have admiration for our volunteers who gave generously of their time and talents. In 2009 alone, volunteers gave more than 3,425 hours of their time to mentor families, tutor children, teach life skills, lead activities such as arts and crafts, coordinate social events and holiday parties, cook and serve meals, beautify and maintain the grounds, clean and paint facilities, assist with fundraising events, and many other invaluable acts of kindness for which we are very grateful. Thank you for your time and talent!

## Emma Norton Services Board of Directors 2009

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Greg Anklam

Don Bauer

Allison Boisvert

Ruth Ann Bothe

Hildy Bowbeer

Edward Chapman

Sandy Craighead

Gail Fuad

Diana Hanson

Shirley Hogan

Bill Klein

Darlene Miller

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Mary Lynn Oglesbee

Rennae Petersen

Tim Pitera

Marguerite Pramann

Carol Rieke

Kathy Schill

Ruth Sejnoha

Jeri Watkins

### Officers

President Mary Gates

VP Judy Phillips

Secretary Shirley Jackson

Treasurer Walter Lockhart



emma norton  
services



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F: 651.747.8768

[www.emmanorton.org](http://www.emmanorton.org)