

ONE HEART

a place for hope & healing



THE HEART

of the Matter

2022 REPORT

THE PEOPLE BEHIND THIS 'PLACE FOR HOPE & HEALING'

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Remembering Julie Schmitz Jensen

OneHeart joined the Rapid City community in mourning the loss of Julie Schmitz Jensen, who passed away on Sept. 5, 2022. The longtime resident and tourism advocate served as President of the OneHeart Board of Directors from 2019 through July 2021. Her financial support also made possible the teaching kitchen in OneHeart's Main Provider Building. Julie was a force for good in our city, region, and state, and she is deeply missed.



"Just continue to **help me** help myself."

Reading those words recently from a OneHeart guest (our term for "program participant") further solidified my belief that OneHeart is, in fact, doing what we set out to do: creating pathways out of poverty for those desiring to thrive.

This campus and our programming give people the opportunity to feel safe where they live, eat three well-balanced meals a day, get rides to work or school, access WiFi for college classes, and even wash their clothes whenever needed. The basic needs you and I might take for granted are the very things that allow OneHeart guests to pursue higher degrees of education, new job skills, housing, and personal financial goals.

Our guests also benefit from a support system unlike any other. From the Executive Team to the Buildings & Grounds crew and everyone in between, OneHeart staff members have the guests' backs – and the guests know that.

Yes, there are challenges and long hours and hard days, and at times there are too many people to help and people who don't want the help we have to offer, but more empowering is the fact that – in only two years – the OneHeart organization has proven we can deliver powerful results.

Since opening day in January 2021, we have served nearly 400 people and added 70 people to the local workforce. In 2022 alone, we provided 30,495 nights of safe living, nearly 10,000 meals, and roughly 2,600 rides to work, school, and other life-rebuilding appointments. We have helped individuals and families break the cycle of poverty for their household and for future generations.

We don't do this alone. Please know that we are especially grateful for our many partners in the provider network and in the broader community who have joined in the transformation journey with us and our guests.

On behalf of everyone at OneHeart, thank you.

Charity

Charity Doyle
Executive Director



TRANSFORMATION PROGRAMMING



“The best part of my day is when a guest comes in pumped up about something that they accomplished. **Seeing changes in guests and their kids is an amazing feeling,** and being able to see that firsthand is something that cannot be put into words.”
– Chad Ratigan, Transformation Director

ONEHEART'S TRANSFORMATION TEAM

Transformation Director Chad Ratigan leads a team of four Care Coordinators and one Clinician. The CCs are mentors and resource navigators for OneHeart guests as they work on their self-directed plans for upward mobility. They also lead team case management efforts when multiple provider partners are involved in a guest's transformation journey.

Transformation Programming

- Core Curriculum ▶ Classes in parenting, personal finance, cooking, etc.
- Options-Based Planning (OBP) ▶ OneHeart's unique intervention model that promotes voice, choice, and empowerment.
- 1,028 = Total number of OBP meetings in 2022, including 31 involving multiple provider partners
- Workforce Development ▶ 45 OneHeart guests added to the workforce in 2022

FAST FACT:

In 2022, 84% of referred adults who were extended an invitation to OneHeart accepted that invitation; up from 69% in 2021.

The #1 reason for declining our invitation? The individual or family found alternate housing before enrolling on campus.

KARINA'S STORY 'IN EVERY AREA ...THEY HELPED ME'

Without a home and burdened with horrible credit, Karina Bald Eagle moved to the OneHeart campus in March 2021.

“I had no rental history, and I owed a lot of back-debt,” she said, explaining why no landlord would rent to her.

Karina was nervous, but with a small child and a baby on the way, she was also ready to make a change. Having grown up “in the system,” there were life lessons she simply never learned.

“Just basic things you'd think you would know as an adult, I didn't,” she said. “In every area – the (Life Safety) guards, transportation, my case manager – they all helped me.

At OneHeart, Karina not only received insight on topics like car insurance and credit scores, but also much-needed encouragement from her Care Coordinator.

“Even when I wasn't believing in myself, I had my case manager there reminding me of all the things that I'd accomplished in the past couple of days or weeks,” she said.

Karina enrolled at OneHeart hoping to further her education and find a good place for her children to live. When she graduated from the program in June 2022, she had met those goals and more: she had earned her GED, enrolled at Western Dakota Tech to study phlebotomy, dramatically improved her credit score, and found stable, secure housing for her family.

“Karina utilized the OneHeart campus for exactly what it was intended for, and she made huge progress while she was here,” said Ashleigh Young, OneHeart's Lead Care Coordinator. “I'm so proud of her. We all are.”

“I think you have an amazing team,” Karina said the day after she moved off campus. “I'm really glad I had Ashleigh. I really am. She's very supportive. Not everyone has that in their life, so it was a blessing.”



PROVIDER PARTNERS

OneHeart's Provider Partner Network is comprised of more than 170 trained referral partners representing about 40 area nonprofits – a massive support system for guests as they work to reach their goals.



- Twelve partners rented offices or other workspace on the OneHeart campus in 2022.
- Two partners are headquartered at OneHeart. The official ribbon-cutting ceremony for the Rapid City office of the National Alliance on Mental Illness (NAMI) took place in August 2022; Bethany Christian Services' ReNew program moved its local office to the Main Provider Building in December.
- Several off-campus providers offered classes at OneHeart in 2022 or took part in other special events, such as the "Ready, Set, Learn!" back-to-school event in August.



PARTNERS GET 'GUEST EXPERIENCE'

They didn't exactly walk a mile in guests' shoes, but close!

Members of OneHeart's Provider Partner Network covered much of the four-acre campus and learned more about enrollment, move-in, and discharge processes during the partners' monthly meeting in July 2022.

Twenty people participated in the "guest experience." They were divided into small groups, or "families," to meet and tour with one of OneHeart's Care Coordinators.

"It was just very educational," said Dione Krush, ReNew Women's Advocate with Bethany Christian Services. "Then we know exactly what our clients are doing when they get checked in."



OneHeart's Transformation Team says the intake and move-in process for real enrollees takes nearly six hours. The simulation condensed that process into 60-90 minutes.

"By going through the motions – even quickly – our partners have a better understanding of choosing referrals who are truly ready for OneHeart," said Erin Rempfer, OneHeart Care Coordinator.

Participants also went through admissions protocols in the residential towers. A Life Safety & Residential Support specialist searched bags pre-packed by OneHeart staff, and another explained inspection procedures in a room staged with prohibited items – tokens labeled "drugs," for example – which could warrant discharge.

"Transparency was key here," Chad Ratigan, OneHeart's Transformation Director, said about this unique look at campus life. "We hope this experience allows partners to go back to their organizations and have better insight for future referrals and the ability to answer questions that may arise from those potential referrals."

"This hands-on experience was extremely useful," said Mary Ann Slanina, Stronger Youth Program Manager with Youth & Family Services. "I have a better understanding of not just basic information to provide clients/potential guests with, but now I can share what the process may look like from intake to exit and all available services in between!"

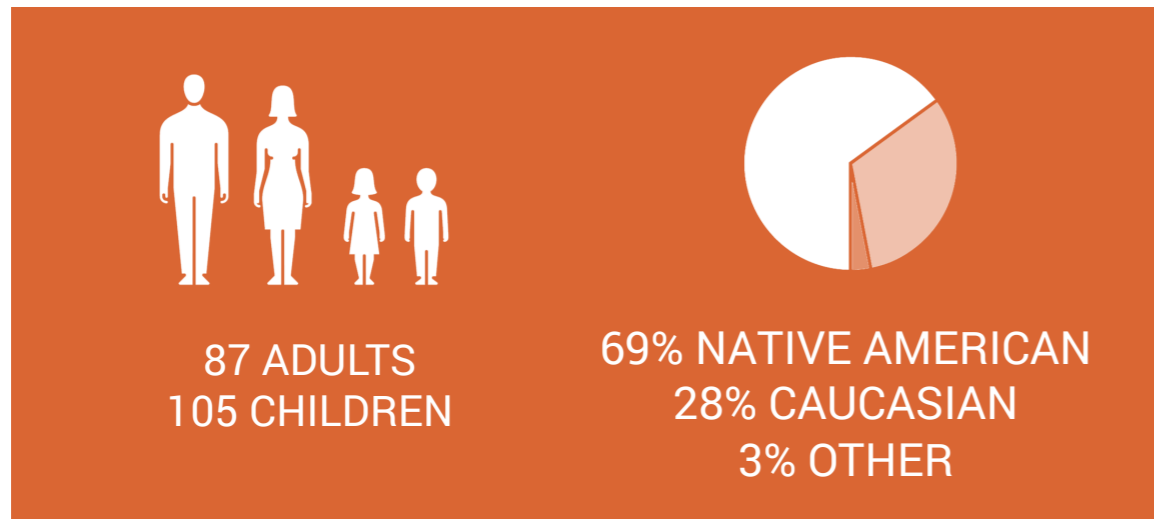


Chad Ratigan explains the 'guest experience' simulation to provider partners.

TRANSFORMING LIVES

OneHeart served 260+ people in 2022

AGES OF (ALL) CHILDREN LIVING AT ONEHEART IN 2022



POVERTY CATEGORY FOR REFERRALS OF ALL GUESTS AT ENTRY IN 2022



CARE COORDINATORS HAVE A HEART FOR ONEHEART



"I love working at OneHeart because you can truly see how much this program means to people and the community. It's inspiring to know that I am contributing to something that will have a profound impact on so many people!"
– Ashleigh Young, Lead Care Coordinator

"I love working at OneHeart because it gives me the opportunity to watch the guests I work with thrive and accomplish things they never previously thought possible before joining our program." – Amanda Clary, Care Coordinator



"Working at OneHeart is awesome because you get to witness people from all different positions within the agency step up and provide genuine support and help to those in need. And with a little help and hope you then get to see these people in need utilize their potential and become shining stars!"
– McKenin Sallis, Care Coordinator

"I love working at OneHeart because of the community that has been built on campus. From the guests to my coworkers, I've never enjoyed a job or had as much fun as I do here." – Erin Rempfer, Care Coordinator



FAST FACT: 151 days = Average length of stay for all guests at OneHeart in 2022

TRANSFORMING LIVES

OneHeart Clinician provides on-site trauma-healing services

OneHeart's trauma-healing services are a critical component of our Transformation Programming, helping guests heal from past traumas and improve their mental health so they can continue working towards their goals. Ultimately, OneHeart aims to provide them with the tools and opportunities they need to escape the crisis of poverty permanently.

Richelle Sims, OneHeart's licensed clinician, offers mental health services to OneHeart guests using one or a combination of evidence-based therapeutic modalities; this includes Eye Movement Desensitization and Reprocessing (EMDR), which helps to heal the brain and the trauma linked to certain reactions, and crisis intervention services, which are available to all guests, even if they had not been referred to or a regular client of the clinician prior to the crisis event.



THE SAD TRUTH:

67% of 2022 enrollees had been victimized in the past; this includes children (n = 192)

"I love working at OneHeart because I feel I have been able to build some really good relationships with guests, which improves their outcomes in therapy. I also appreciate the supportive environment my co-workers provide, and the teamwork involved in working with the guests."

– *Richelle Sims, Clinician*

TRANSFORMATION IN PROGRESS

On average:

- **84 people lived at OneHeart each week**
- **22 families lived at OneHeart each month**
- **Almost all families (88%) were headed by single parents, mostly single moms**



"With OneHeart it was like we really got our lives started."

In Her Words: *Farrah**

"We started out from a domestic violence situation and a shelter. I was able to open up with the staff there and they helped us to get a lot of documentation stuff together and helped us with some little steps. They told us about the OneHeart program. With OneHeart it was like we really got our lives started. We were able to go to work and school without stress. We didn't have to worry about bills, food, where we were going to sleep, or a vehicle. They basically helped us with everything. I wouldn't have even considered going to college if it hadn't been brought up as an option. But now I am in college, and we are going to our own place with our own vehicle. OneHeart also helped me to get enrolled with additional programs for after I leave here that I can continue with and get support from. I know I still have a lot of work to do, but now I feel like I can do it. I'm really excited for this next chapter. We usually start out empty, but I am leaving here with a bank account and a full house set up!"

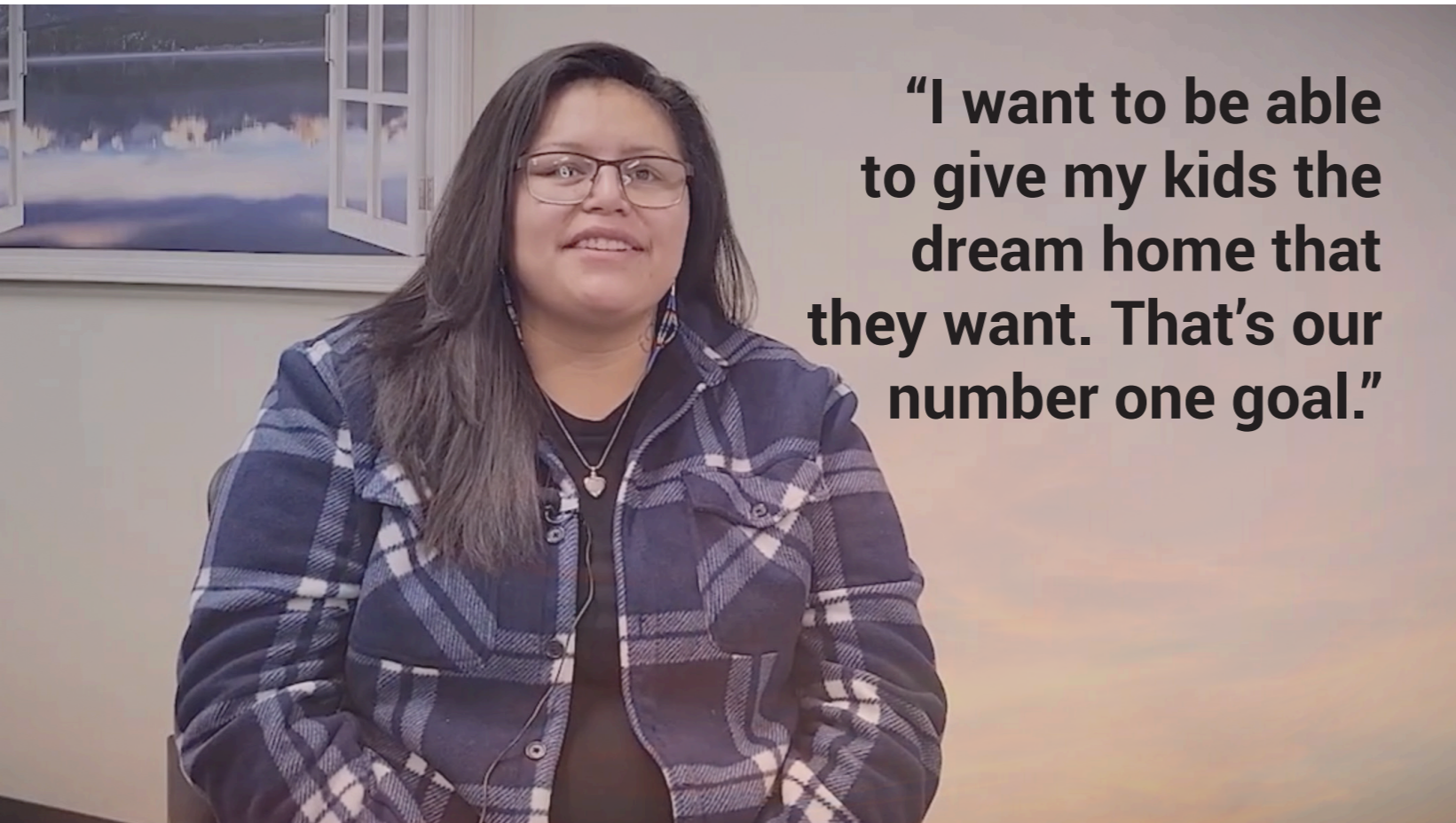
In His Words: *Farrah's 13-year-old son*

"I started school and it was kind of scary. But when I went to school my mom didn't have any worries, which led me to not have any worries. I always had food. OneHeart helped with a lot of stuff and supported us. I also really liked the staff. I just didn't really have any worries."

**Name changed to protect identity*



TRANSFORMATION IN PROGRESS



“I want to be able to give my kids the dream home that they want. That’s our number one goal.”

SuAnne’s Story

“I thought it was too good to be true There’s no way there’s a program that will let you go to school, and help you save to better your future. I thought it was too good to be true, and then we came to OneHeart.”

SuAnne’s family of 5 was about to become a family of 6 when they moved to OneHeart in January 2021. They were referred to the program after dealing with a difficult landlord and facing skyrocketing rent. One parent worked during the day, the other at night – both in low-wage jobs – to minimize the need for childcare.

Since being at OneHeart, SuAnne has returned to school to pursue a degree in nursing, with a goal of owning her own home healthcare business someday. Her husband learned a new skill in a profession he enjoys that also pays higher wages. They have taken credit counseling classes, improved their credit while at OneHeart, and started saving for their future home.

“I want to be able to give my kids the dream home that they want,” SuAnne said with a smile. “That’s our number one goal.”

Justin’s Story

“I was homeless for about two years after we lost our home due to a bed bug infestation at the apartments we lived at. We spent our life savings trying to get rid of them. The whole building was infested. We reported the slumlord, and he managed to somehow boot us out on the street right before COVID happened.”

Within months of that eviction, Justin and his fiancé were on the street and “very” addicted drugs. “It was very crippling, and it changes who you are,” he said. “So in order to survive, after a little while, we just started stealing things from stores.”

But that is not who he is today. After going through treatment, Justin was referred to OneHeart. “This is a very fortunate situation,” Justin said. “This place kept me out of prison. It helped me so much. I’m now an essential worker. I’m a tradesman ... I’m doing very well now.”

Justin’s accomplishments to date include completing treatment, reunifying with his son, securing a job as a plumber, and beginning the process to own a home through Habitat for Humanity.

He credits OneHeart for making it all possible.

“If you’re going to come here, you better earn it,” he said. “This place holds you accountable ... And I actually really enjoy that about this place. That makes me feel valued here. So people that come here, if you really need a place, it’s an opportunity, and you shouldn’t waste it.”



“This place holds you accountable ... And I actually really enjoy that about this place.”

LIFE SAFETY & RESIDENTIAL SUPPORT



GUEST QUOTES

“Living here is like visiting Grandma’s. When I was 14 until the day I couldn’t call her anymore, my grandma was my safe place. You walk into OneHeart to be greeted with a smile and a touch of nosiness (because they care!), followed by the smell of good food and cousins running around ...” – *OneHeart guest who became a graduate in Fall 2022*



“I’ve never had that safe feeling until we were here, and knowing that not only am I safe, but my kids are safe.” – *OneHeart guest*

STAFF QUOTES

“I love working at OneHeart because I get to work and interact with the guests directly. Their success is my motivation.”

– *Jeremy Danley, Life Safety & Residential Support Manager*

“The best part of working at OneHeart, and as a member of Life Safety, is knowing that my team and I are helping to provide the safety and security that many of our clients haven’t felt in a long time.”

– *Raina Grace, Life Safety & Residential Support Specialist*

30,495 = Number of “safe sleeps” in The Towers at OneHeart in 2022

THE GUEST EXPERIENCE

“The (LS/RS) team is extremely understanding and supportive ... Not once have they ever made me feel unloved or unwelcomed.”



Those words from a OneHeart guest were shared in the fall of 2022 in an anonymous survey requesting feedback about OneHeart’s Life Safety & Residential Support team.

“Your staff cared and showed compassion and professionalism in areas of my life when other people wrote me off ...” another guest said.

Fifteen adults (37%) responded to the September survey, and results were overwhelmingly positive toward the LSRS staff.

“We know that for high-crisis individuals to be able to rebuild their lives, they must first feel safe and supported,” said Charity Doyle, OneHeart’s Executive Director. “Hope, motivation, and upward mobility flow from there.”

Among the most noteworthy results from the September 2022 Guest Experience Survey:

- **93%** of respondents said they “strongly agree” they **feel physically safe on campus**; the remaining 7% said they “agree” with that statement.
- **80%** of respondents “strongly agree” they **feel supported by the LSRS team**; 13% said they “agree” with that statement; the remaining 7% were “neutral.”
- **93%** responded “**Yes, definitely**” to the question, “If a friend were in need of similar help, **would you recommend our program** to them?” The remaining 7% responded “Yes, I think so.”

Even the survey section requesting suggestions for the LSRS team evoked a positive response, with one guest saying, “Just continue to help me help myself.”

“To receive zero disagreeable responses is a true honor,” Doyle said. “Our 30-plus staff members are dedicated to creating a safe and supportive environment for people to rebuild their lives, and it shows in those results.”

*Regular feedback from guests regarding their campus experience is an important component of OneHeart’s formal program evaluation. Funding for program evaluation is provided in part by the Administration for Children & Families.

DINING SERVICES

FAST FACT:

9,609 = Number of meals served at OneHeart from May 31 to Dec. 31, 2022

Cooking on campus with Chef Sarah

Mouthwatering aromas fill the air at OneHeart, courtesy of Executive Chef Sarah Luke.

Chef Sarah brings roughly 20 years of food service experience to the campus. Guests (and their taste buds) have benefited from her hiring since May 31, 2022.

“They like it,” she responded humbly to the early feedback, but comments from guests indicate her culinary skills are truly scrumptious.

“It was delicious!” one guest told a OneHeart staff member. “It was the best meatloaf ever. Wow. And a salad bar ... how great is that. Thank you all again.”

**Dining services are made possible thanks to partnerships with Feeding South Dakota and Cash-Wa Distributing, food rescue from Target, Safeway, and Family Fare, and funding support from the Larson Family Foundation.*



TRANSPORTATION PROGRAM

OneHeart's Transportation Program assists guests in getting to and from work, school, and other appointments and activities that help them rebuild their lives out of poverty.

In the spring of 2022, we added a second van to the OneHeart fleet – this one all-wheel drive – to make travel safer on wintry roads.



2022 TRANSPORTATION STATS

- 38% Employment-related
- 29% Education-related (K-College)
- 13% Off-campus healthcare

2,687 Trips

Allison's Story

Prior to enrolling at OneHeart, Allison* was in an abusive relationship. Among other things, her abuser told her she was incapable of getting a job in the field she dreamed of pursuing. As the abuse continued and escalated, Allison sought a safe place for her and her son Marvin*. The two of them moved to the OneHeart campus in January 2022.

Allison does not have transportation of her own. Before she came to OneHeart, she had to use services like Lyft to get to and from work and appointments.

“It got very expensive and made it hard to save money,” she said.

Now, this mom-and-son duo are happy to have reliable transportation thanks to OneHeart's ride service. They utilize the service nearly every day of the week and typically several times a day.

Although they mainly request rides to get Marvin to and from elementary school and Allison to and from work and classes – the college classes she is taking to pursue the dream job her ex-boyfriend told her she would never get – they sometimes need rides for other reasons as well.

“When my son was very ill with neurological issues, OneHeart transportation helped us get to all his medical appointments,” she said. “Morris (the driver) also cares a lot about the guests at OneHeart and always asks how we are doing. It really makes me feel cared about.”

**Names changed to protect guests' identities*

ADDITIONAL AMENITIES

OneHeart crew constructs inipi on campus

Under the guidance and supervision of Lakota elder Wayne Weston, members of OneHeart's staff helped to construct an inipi, or sweat lodge, on the south side of the OneHeart campus in the spring of 2022.

The purpose of an inipi ceremony is to cleanse one's body, mind, and spirit through the use of steam and prayer, according to OneHeart staffers and enrolled tribal members who provided additional assistance with the inipi's construction.

The structure is made up of willow branches held together with cloth ties and covered with canvas. (Traditionally, the branches are tied together with willow bark; however, due to drought conditions, the bark was unusable, so cloth ties were substituted instead.)

Lava rocks used in ceremonies are heated in a nearby firepit. Both the firepit and inipi at OneHeart are protected behind a secured privacy fence.

In 2022, nearly 68% of OneHeart guests identified as Native American.

Guests who are interested in incorporating cultural and/or spiritual components into their transformation journeys are welcome, but not required, to do so.

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Excellent space for small gatherings!

The HomeBrew meeting room is available on a first-come, first served basis.

Need more space? Consider hosting a meeting in OneHeart's Main Provider Building and ordering refreshments from HomeBrew.

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Wayne Weston instructs Transformation Director Chad Ratigan on inipi construction techniques.



WHAT IT TAKES TO TRANSFORM LIVES

\$7,500 = Approximate cost of providing services to one OneHeart guest for one year

Includes Transformation Programming, transitional housing, and other basic needs (i.e., food and transportation)

A good investment? YES!

- The longer guests stay on campus, the greater the chance for improvement in 5 critical categories: Education, Childcare, Employment, Housing, Transportation
- In 2022, the rate of positive change in these areas more than doubled for guests enrolled longer than 6 months.

MONEY MATTERS

2022 Budget = \$2.64 million vs. Actual Expenses = \$2.2 million

Revenue = \$2.3 million

79% Grants

Grant funding of \$10,000+ provided by :

- John T. Vucurevich Foundation
- SD Department of Public Safety (Victims of Crime Act funds)
- Health & Human Services' Administration of Children & Families
- Larson Family Foundation
- Adams-Mastrovich Family Foundation
- United Way of the Black Hills

12% Donations

Local developer and philanthropist Hani Shafai completed his \$1 million commitment to OneHeart in 2022.

OneHeart's end-of-year Gratefulness & Giving Campaign raised more than \$52,000.

The 'Holiday Collection' benefit netted an additional \$20,000+ in December.

9% Earned Income

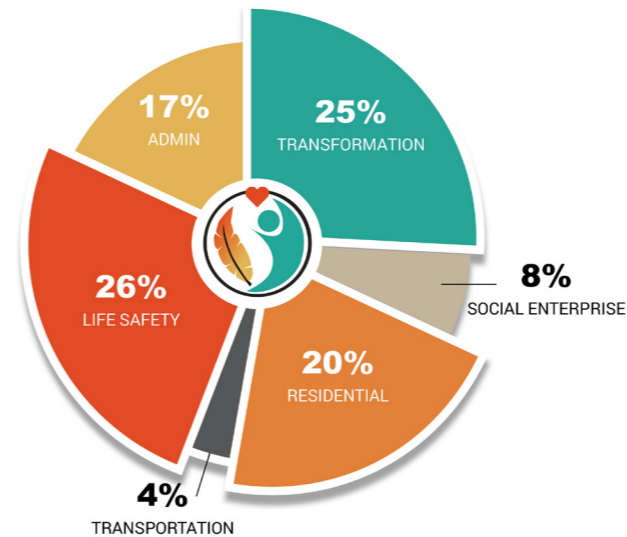
Rent from MPB partner offices

Rent from off-campus rental properties

Miscellaneous revenue (i.e., vending machines, etc.)



YOUR GIFTS CREATE PATHWAYS OUT OF POVERTY



When you give to OneHeart's Transformation Programming, you further guests' conversion from a life of poverty to a future of self-sustainability and boost OneHeart's workforce development efforts.

When you support Life Safety & Residential Support, you keep guests safe and provide them with shelter, food, WiFi, laundry facilities, and other basic needs.

When you support OneHeart's Transportation Program, you assist guests in getting to and from work, school, and other services that are integral to the transformation process.

'A Holiday Collection' returns to benefit OneHeart

Taking a more contemplative approach to the holidays, "A Holiday Collection: Songs & Stories to Celebrate the Season" returned to the stage at the Performing Arts Center of Rapid City in December 2022 to benefit the OneHeart campus.

The two performances on Dec. 17 featured songs and stories from beautiful and diverse cultural traditions: Christmas, Hanukkah, Kwanzaa, and Lakota. The Lakota teach that "we all are related," and Christmas, Hannukah, and Kwanza celebrations in December all feature lighted candles to serve as signs of hope in dark times. The goal of the event was to offer a message of how we humans should BE in relation to one another, regardless of faith, race, and/or other differences between us.



A heartfelt thanks to producer/director Anna Marie Thatcher, the event sponsors, PAC staff, and the many performers and supporters who made sure the show went on – in spite of a blizzard just days before the event! We are beyond grateful for your time, talents, and generosity!

SPONSORS:



WE LOVE OUR DONORS!

ONEHEART + YOU

= A PERFECT MATCH FOR POSITIVE CHANGE

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Adams-Mastrovich Family Foundation
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Alliance of Churches
AmazonSmile
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Black Hills Bagels
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Josh and Lindsey Wosepka
Cristina Zelfer-Dowling

WE LOVE OUR VOLUNTEERS!



FUN FACTS:

35-45 VOLUNTEERS donated their time and energy to OneHeart in 2022

150 = Approximate number of hours volunteered in support of the campus community



THANK YOU FOR HAVING A HEART FOR ONEHEART!

From famous former mayors and motivational speakers to high school students, service clubs and business professionals, OneHeart welcomed numerous individuals and groups for campus tours, meetings, and other events and activities in 2022.



While much of the campus is off-limits to the general public, we do our best to share the OneHeart story and show people where and how transformative change takes shape at this “place for hope and healing.”

Learn more and support our efforts at oneheartrc.org

