ECHOES

UNDER THE RIMS

INVESTMENT



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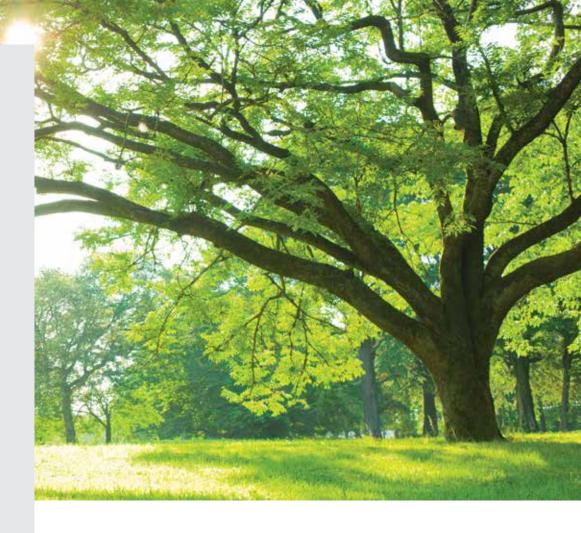


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ABIDING & ADAPTING

Return on Investment



A COMMON AND CRUCIAL question asked by organizational leaders when considering a new program or operational venture of some sort is this: What will be the return on investment?

Return on investment (ROI) is a performance measure that is used to determine the value, efficiency, or profitability relating to new or current organizational efforts. ROI assesses the amount of favorable investment return relative to investment cost. Financial gain is frequently a paramount measure of ROI for leaders to consider, but not an exclusive measure.

At St. John's United, for example, ROI is routinely assessed with an eye to the missional nature and capacity of a venture to deliver expressions of human hope, dignity, and love. Positive financial returns on operations do matter to an organization such as St. John's as it pursues responsible use of resources, but missional alignment and compassionate intent matter

also. St. John's leadership consistently weighs and balances multiple ROI measures in the decision making process, especially as it relates to core mission and long-range vision.

When I hear of or learn about organizations that holistically assess ROI beyond the sole measure of finance, I recall what American author, activist, and civil rights leader, Coretta Scott King once said: "The greatness of a community is most accurately measured by the compassionate actions of its members." I like that line of measure very much. Mrs. King's thought is echoed by the well-known Tibetan spiritual leader, the Dalai Lama, but on a more personal level. The Dalai Lama writes, "If you want others to be happy, practice compassion. If you want to be happy, practice compassion." Compassionate actions - providing living opportunities for people within nurturing environments - are at the core of St. John's mission and decision making practices.

Recently, St. John's United and the St. John's Foundation launched four new ventures that called upon management and board leaders to mutually consider return on investment measures before authorizing steps to advance. These ventures include the Foundation's Campaign for Resident Care, the Nursing Apprentice Fellowship

Program, the Urban Horticultural Education Center at Gainan Commons, and a newly added Director of Donor Relations and Annual Programs to the Foundation staff.

Within this issue of Echoes, the nature, purpose, and story is told about each of these organizational ventures, one of which has been completed, two of which are actively advancing, and one of which is at the threshold of beginning.

The intent and hope of St. John's leadership is that investment in each of these ventures will produce generous measures of compassionate return.

Pon Sattattation

Rev. Dr. Tom Schlotterback VP of Mission Advancement

CONTENT EDITOR

Tom Schlotterback

LAYOUT, DESIGN & PHOTOGRAPHY

Carissa Welsh Mara Willett

CONTRIBUTORS

Tom Schlotterback Rachel Simonson Carissa Welsh



The journey of a thousand miles begins with one step.

- Chinese Proverb

THE CAMPAIGN FOR RESIDENT CARE began in earnest with the crafting of a case statement in late 2017 and

successfully concluded on April I, 2022. The journey was filled with joyful anticipation, unexpected detours, and disheartening stumbling blocks; through it all, dedication and perseverance prevailed. Those called to lead and

carry out the campaign committed to a missional endeavor to provide human dignity for all, spiritual care for all, and compassionate caregivers for all.

Following development of the case statement, a feasibility study was conducted by Bannack Group, the fundraising consultants selected to guide St. John's leadership and staff through the campaign process. In the study, thirty-one stakeholders revealed two clear findings: that a campaign to raise endowed funds was the correct aim and that those endowed funds would support resident care.

When contrasted with capital campaigns, "endowment campaigns are notoriously challenging enterprises," explains Chase Rose, the Bannack Group's principal campaign consultant. "Naturally, it is easier for donors to visualize brick-and-mortar projects through schematics and artists' renderings than to dive into the details and nuances of endowments. A clear, compelling narrative was key to success and St. John's found that narrative in Meg."



MEET MEG

Meg is one of many older adults at St. John's United whose retirement income, insurance and other support does not cover the total monthly cost of living and heath expenses. At St. John's, we have many people just like Meg, and this is how we handle them.

THEY STAY

They stay until the end of their days as cherished members of our community. Many people don't know that St. John's United has a shortfall of more than \$2 million every year because of resident care costs not fully covered by personal resources and assistance programs.

As the nature of the campaign coalesced, a realization began to emerge: St. John's original living space, Chapel Court, was physically tired and badly in need of attention. The 1960's-era, 250-square foot living spaces no longer felt dignified. The germ of an idea took root and gave a welcomed boost to the campaign narrative – a new vision affectionately dubbed "Chapel Court 2.0." The Campaign for Resident Care was effectively aimed at a \$17 million effort along two fronts: \$9 million for a dignified, affordable PLACE for older adults and \$8 million to sustain the lives of the PEOPLE who would live within that place.

PLACE

With guidance and partnership from Mountain Plains Equity Group, St. John's CEO, David Trost, envisioned the project and developed a case for the financing strategy. Trost presented and defended his plan in front of the Montana State Board of Housing and was awarded \$8 million in federal tax credits to finance the construction of the Chapel Court Apartments. An additional \$1.58 million was secured through a Federal Housing Trust grant and a generous gift from First Interstate Bank.

"The timing of this project could not have been better," says Trost. "Billings was due for a new and modern affordable housing project for seniors and Chapel Court needed a total refresh. That the project coincided with the launch of our endowment campaign to serve residents with limited resources was divine and made perfect sense to incorporate into our strategic plan."

Demolition of the original St. John's living spaces began in June 2019 after residents had been temporarily relocated to other apartments within St. John's. Those residents, often functioning as sidewalk supervisors, watched as a four-story structure began to emerge from the dust and rubble, eagerly anticipating their new homes with doubled square footage. Construction was well underway in early 2020 when the COVID-19 pandemic ground the world to a screeching halt. Because tax credit financing regulations dictated a December 2020 timeline for project completion and occupancy, project managers were left wondering how to proceed.

KEEP CALM & CARRY ON

With careful guidance from federal, state, and local public health experts, the decision was made to keep construction moving forward as safely as possible. Strict masking and distancing protocols were put in place to protect construction personnel and residents alike. It was the correct decision - material delays and other COVID frustrations notwithstanding, construction was completed on time and grateful residents began joyfully moving into their new homes in January 2021. The building was officially blessed and dedicated on April I, 2021, which launched the public phase of the endowment portion of the Campaign for Resident Care.

PEOPLE

Turning back to the endowment portion of the campaign, Tom

Schlotterback, St. John's VP of Mission Advancement shares, "Board and executive leadership were growing ever mindful of the gap created between St. John's caregiving cost per day and Medicaid reimbursement funds. The gap was averaging \$2 million or more each year. This became ever more unsustainable for the organization." Raising resident fees and reducing the number of Medicaid beds was only one part of the solution. The other was philanthropic support from engaged and caring supporters.

> "we told our story to key stakeholders, St. John's leadership team members, board members, and employees. The story resonated with all. Donors affirmed our campaign aims to sustain the lives of St. John's residents."

> > - Tom Schlotterback

The quiet, leadership phase of the campaign had been running concurrently with the Chapel Court Apartment construction project. "During this phase," says Schlotterback, "we told our story to key stakeholders, St. John's leadership team members, board members, and employees. The story resonated with all. Donors affirmed our campaign aims to sustain the lives of St. John's

(continued on next page)

residents." These campaign aims included the following:

Dignity for All — The way we treat each other, the residential spaces we offer, and the care we provide transcend financial resource. All of our residents are cherished members of our St. John's communities; we strive to create a place of welcome for all of the days that they choose to live with us.

Spiritual Care for All — When residents within St. John's communities experience transitions in life, which can present both challenge and opportunity, spiritual care and accompaniment will be available through the presence of qualified chaplains.

Compassionate Caregivers for All — St. John's seeks to develop healthcare professionals who are qualified and

capable of providing nursing care and services to our residents and patients. See article on page 7.

Schlotterback continues, "The leadership phase of any fundraising campaign is supposed to be the worst kept secret in town. We were able to live into that mindset quite well, having secured gifts and gift intents of \$6.5 Million by December, 2020. The generosity of our key stakeholders gave us confidence that the public would find our story equally compelling and would step forward to help us reach our campaign goal."

On April 1, 2021, the Campaign for Resident Care successfully came to a close having secured \$17.8 million for PEOPLE and PLACE. "The St. John's Foundation is an engine of blessing that makes an immediate impact in the

lives of those connected to St. John's communities," offers Rev. Jen Quanbeck, Foundation Board Chair. "In addition to the significant financial resources given during the Campaign, the Foundation is grateful to the Spirit of God who called and gathered so many to participate in this effort. This campaign truly was a momentous investment in St. John's future, supported by dedicated staff, innovative leaders, and new friends of St. John's across the state. Though the challenges in today's world are many, those who participated in the campaign sent a resounding message that hope, dignity, and love must be accessible to all. St. John's United and the St. John's Foundation are committed to making this a reality in the communities we serve."

CAMPAIGN FOR RESIDENT CARE

\$17.8 MILLION

PLACE
Chapel Court Apartments Affordable living spaces for older adults.
\$8.0 MILLION TAX CREDITS \$1.6 MILLION GRANTS
\$9.6 MILLION

PEOPLE	
Donors	Amount
2	\$1,000,000+
13	\$100,00 - \$999,999
51	\$10,000 - \$99,999
167	\$1 - \$9,999
233 DON	ORS \$8.2 MILLION



REENERGIZED.

No word more appropriately reflects the daily rhythms within the new Chapel Court Apartments. In the lobby, Common Grounds coffee shop serves as a destination spot to mingle for staff, residents, volunteers, and visitors. The elevators hum all day long moving residents moving between the four floors for activities, socializing, and meals. Kim Kolstad, Activities/Life Enrichment Director, has this to say: "I always told my grandmother (who was St. John's first activities director), 'when I get older I'm either going to work in your nursing home or I'm going to be a cruise director.' The new Chapel Court is so lively — it really is *The Love Boat!*"

RENEWED.

"I didn't give up my whole life by moving to Chapel Court, I started my new life." So says Agnes Stanton as she begins her time with St. John's United's newest employees during their day of orientation. Agnes continues by telling of all the amenities she has come to enjoy — premium coffees just outside her door, movie nights with new friends, and day trips to places like Yellowstone Park, just to name a few. Her list would not be complete without mentioning top quality live music performances, both indoors and out.

GRATEFUL.

Last, but certainly not least, no other word can express how residents feel about their new homes. Longtime Chapel Court residents are thrilled with their larger apartments, many with sweeping vistas of the Pryor and Beartooth Mountains, some with a direct line of sight to the rimrocks above Billings' West End.

New residents are equally grateful. Judy Crow moved to Chapel Court Apartments soon after construction was completed and was fortunate enough to get the last apartment, just at a time when she needed it most. She was able to move her husband to St. John's Rimview Square for the final months of his life and be close to him every day. As often happens to caregivers, Judy felt her own life ebbing away as she tried to care for her husband on her own. "Chapel Court saved me," she says. "After Jerry's death I realized that I didn't just move to an apartment. I moved into a loving and caring community." Most days, Judy can be found making the rounds in the dining room visiting with her neighbors, stocking the Chapel Court pantry, or organizing the storage areas. "I need to be busy and I'm thankful that I'm given the opportunity to be useful here."



Judy Crow, Kim Kolstad & Agnes Stanton



A GREAT FIT

IN 2019, ST. JOHN'S UNITED leadership considered investing in a new venture to support the development of nursing professionals. This effort was initially named the Nursing Apprentice Fellowship Program or Nursing Apprentice Program (NAP) for short. NAP was designed to provide Certified Nursing Assistant (CNA) work experience for students as early as their junior year of high school, while offering tuition funding for these same students to pursue an LPN, RN, or BSN academic degree.

The Billings Public Schools high school Career Center and Miles Community College joined St. John's in formal NAP partnership, and Montana State University— Billings became a conversation partner. The St. John's Foundation, within its recent \$17 million Campaign for Resident Care, sought investors to offer endowed funds to support and sustain NAP. The question asked by those invited to invest was this: What will be the return on investment (ROI)?

A lead investor for NAP soon emerged – the Bruno and Evelyne Betti Foundation. Trustees of the Betti Foundation liked the nature of the program and saw a potentially high ROI to develop nurses for serving human healthcare needs. The Trustees authorized an immediate cash gift of \$1 million, and a \$500,000 matching challenge. The matching challenge goal was met through \$500,000 offered by additional donors. This \$2 million total sufficiently endowed the NAP for launch in 2020. In honor of the leadership gift, the program was formally named the Bruno and Evelyne Betti

Foundation – Nursing Apprentice Fellowship Program.

In spring 2020, the first nursing apprentices were selected from a pool of applicants and an inaugural signing ceremony was held at the St. John's Town Square. Given the measure of current endowed resources, the aim is to select four to six applicants each year to form a new cohort of students for clinical work within St. John's and future nursing studies. There are currently three student cohorts in the program, fifteen students total.

One of these students is a young woman named Berkley Cox. In gratefulness for professional development support, Berkley composed this message to the St. John's Foundation:

I have been a CNA at St. John's United for three years now, and I currently work at Hansen cottage and am one of the nursing apprenticeship fellows. I am finishing up the first semester of my junior year at Montana State University. My goal is to work in the Emergency Department or Medsurge when I graduate next year. Being a part of the St. John's United Fellowship Program has been a wonderful experience. It gives me the ability to obtain work experience related to my field and decrease my financial burden for school so I can focus on my studies.

On behalf of the other fellows, I would like to share my gratitude to the donors and St. John's United for their commitment to future nurses through this amazing fellowship. I'm proud to be part of St. John's United, which I think is a great example of outstanding healthcare in our community. I am very excited to see what this fellowship will grow into and the lives it will change. Thank you!

In addition to financial support, students such as Berkley receive valuable mentoring from Mr. Mike Weber, a St. John's United nurse. Mike received his BSN degree from Montana State University and has served as a nurse at St. John's for twenty-five years. He is an educator for nurses and CNAs within St. John's communities, a medication trainer, and lead instructor for the

Billings Career Center CNA classes, and teacher of nursing students at Miles Community College. When the time came to select a clinical mentor for students within NAP, Mike was natural choice.

Mike is pleased with how NAP has advanced in the first two years. He states, "The financial support for students in this program is obviously a big benefit, but there is more benefit than simply that. Through this program students are able to explore the vocation of nursing and its unlimited potential for opportunities. It provides a stepping stone into a career that some students may not have been thinking about."

When asked to describe the nature of his work with students, Mike grins and humbly explains, "I'm still in process of figuring that out. I am primarily a resource who helps these students navigate strategies for their learning and professional development. I'm a guide. St. John's offers such a rich, well-grounded clinical learning experience for students. In additional to clinical matters, students learn so much

from their relational experiences here. Students have positive experiences working within St. John's."

When asked about whether or not NAP is beginning to show a positive return on investment, Mike does not hesitate to reply. "Yes, this is a very good investment. The program really gives our employees an opportunity for career advancement they may not otherwise have. It also gives me the opportunity to development nurses for future service in the world. It's been a great fit for me."

As it enters a third year since launch, the Nursing Apprentice Fellowship Program has shown to be a great fit for Mike, for students, for healthcare patients, for St. John's United, and for the program's generous investors. The return on investment is already high and pregnant with the possibility of soaring higher.

PHILANTHROPISTS OF THE YEAR

Pr. Harold & Dorothy Everson

Dr. Paul & Kathy Kelker

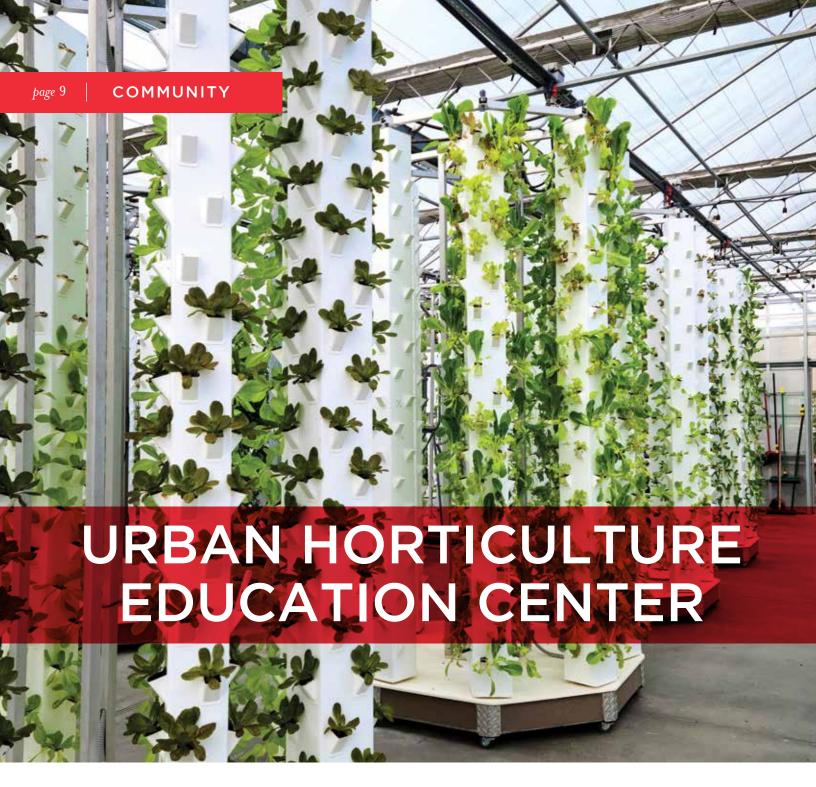
Dr. David* & Gail Movius

Howard & Dona Ullman

*deceased

BUSINESS PARTNER OF THE YEAR





When the Gainan family donated their iconic floral and gift shop to St. John's in 2020, St. John's board and management deliberated how to use the building in a way that honored the mission of providing living opportunities within nurturing environments of hope, dignity, and love. St. John's management quickly relocated Home Health and Hospice offices

due to precautionary measures during the pandemic. Shortly after, the new Diagnostic Testing Laboratory was added, and Family Services moved in to accommodate their growing staff. The remaining half of the building, which includes a state of the art greenhouse, remained unoccupied.

Questions were raised regarding workforce development, and if the

remaining space could serve to meet the needs of area students as well as serve the mission. St. John's and Billings Public Schools have had a decade long partnership training the next generation of certified nursing assistants at the Career Center. When it became known that St. John's had ownership of the greenhouse located directly across the street from the Lincoln Center, that opened the door to conversations about how to intersect several objectives:
St. John's desire to provide a nurturing environment, Billings Public School's desire to enhance public-private partnerships in career and technical education, and a West High student working on a Platinum Project that began as an idea to create a community garden to feed the residents of St. John's.

Bo Bruinsma, Billings Public School Career Outreach Director, Hayden Trost, West High Platinum Student Candidate, and Carissa Welsh, St. John's United Director of Volunteers and Grants have

"To plant a garden is to believe in tomorrow."

- Audrey Hepburn

spent the last year developing the framework for an urban horticulture education center that will provide technical education opportunities to students, intergenerational volunteer engagement, and fresh produce to serve at St. John's United communities. Their research included visits to local greenhouses, harvesting of internet information, and an aspirational site visit to Garden Spot Village in New Holland, Pennsylvania.

Hayden Trost said, "We were far along in our planning for hydroponics and aeroponics when we came across Garden Spot Village, a retirement community that had already developed an aeroponic greenhouse with the same exact goals we had: fresh food for residents, educational opportunities for local students, and volunteer opportunities for the community." The Gardenspot greenhouse produces enough greens to serve IOOO residents each week while donating 20% of their yields to local food banks.

"The Gardenspot model showed us that the school district could successfully work with a retirement community on a greenhouse learning model for secondary students," says Bo. "We have funds allocated to us from the state for projects such as this, and partnering with St. John's was a win-win for us not having to build our own facility from the ground up."

The 4,000 square foot greenhouse on 3Ist Street is equipped with heated floors, roof controls, and humidifier that are all operated by an electronic environmental control system. The St. John's Foundation will seek grants and charitable contributions to upgrade the infrastructure.

The building renovations include adding solar and rainwater collection systems to make the greenhouse entirely self-sustaining. In addition to receiving horticultural education, the students will participate in sustainable ecosystems and the business of pricing and "selling" produce to St. John's to serve within their communities.

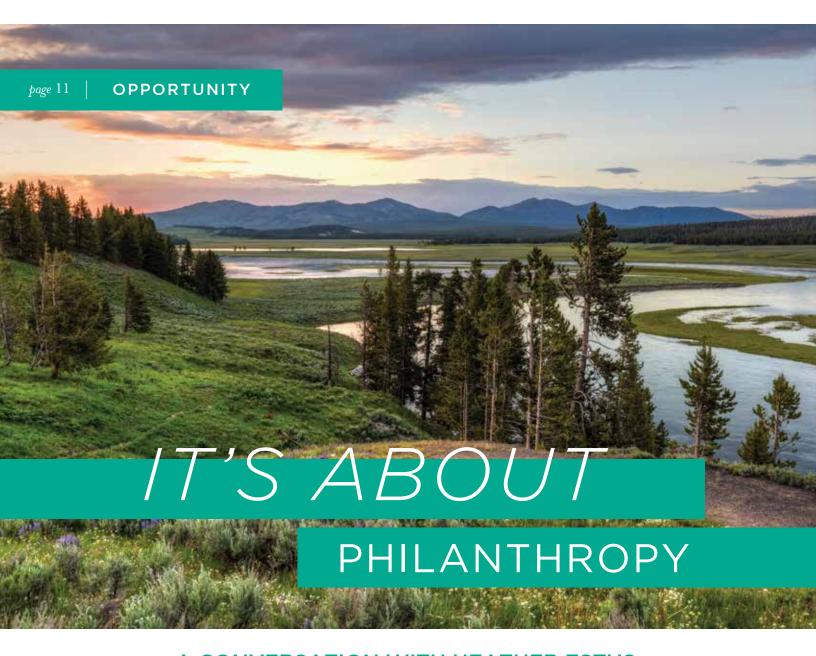
"The best part of this project is the numerous opportunities for students to engage, get their hands dirty and see the fruits of their labors," said Bo Bruinsma. Students throughout the district from elementary to high school will have opportunities to visit the center as well as those who attend school full-time at the Lincoln Center.

The total cost of the project is \$526,700. Half of that has already been secured through grants received from Governor Gianforte's Emergency Education funds, Billings Public School funds to develop career and technical education programs, and the Charles M. Bair Foundation. The St. John's Foundation will embark on a \$300,000 micro campaign this fall to raise the remainder of the funds.

A greenhouse manager will be the only employee to provide instruction and coordination of students and volunteers who will be the primary workforce in the greenhouse. The team intends for the greenhouse to become totally self-sustaining within two years with the cost savings of selling produce to St. John's food service provider covering the staff salary.

David Trost, CEO of St. John's United says, "Gainan Common's was a gift from the Gainan family and we will continue to house sustainable programming and projects that serve our mission and bring community benefit."





A CONVERSATION WITH HEATHER ESTUS, DIRECTOR OF DONOR RELATIONS AND ANNUAL PROGRAMS

Heather, St. John's United is making an investment in its donors by investing in your role. How would you describe that role?

Imagine the Yellowstone River, it is alive and flowing and gives life to everything around it, sustaining nature through the harsh winters and summers, flowing continuously. As far as sustainability goes, it has been in existence for II,000 years. The annual fund is like

the river, keeping a steady flow of resources coming into St.

John's Foundation so that we can continue to provide services to

Montanans, now and far into the future. As the Director of Donor Relations and Annual Programs (otherwise known as the friend maker and party planner), it is my responsibility to help grow, maintain, and sustain the annual fund — think of me as the ultimate nature conservationist for St.

John's, tending to its long lifespan (I'll settle for I,000 years).

In your experience, what motivates generosity?

Many grow up witnessing a charitable act by a parent or someone close to them, often sparking their own generosity within. If they haven't had that type of model, I've often considered myself the spark to get the fire started. One of the first questions I ask someone who is considering philanthropy is to share their first experience of receiving a gift (of time, treasure,

or talent) and how it made them feel. Usually, their mind jumps right to a specific memory of kindness.

Just like with any other role, philanthropists are at different levels from beginners to professionals. During this journey, their involvement, engagement, and education grow, and organically, their motivation evolves, as does their life.

For example, as a child I grew up watching my father donate blood regularly. When I was older I was the recipient of a university scholarship, and later in life as a single parent, my family was adopted for Christmas. All of these experiences shaped me and my decision to pursue a career in philanthropy which helps others experience the gift of giving and receiving. My first job was working for the American Red Cross (largest provider of donated blood), next was the Boys & Girls Clubs (which supports singleparent families), and in addition to my role at St. John's, I am a mentor for students at UNLV. my alma mater where I received a scholarship. Fate? I like to believe so. A donor's story of philanthropy may look similar or completely different, what matters is that we were all born to give and designed to be philanthropic; it is an innate quality of all humans - we are humanitarians. It's what fuels us.

What insights can you share regarding programs you are designing and implementing?

First of all, it's about philanthropy, not fundraising.

Assessing the current landscape of philanthropy at St. John's,

there are many opportunities to help fulfill the mission—some can be implemented sooner rather than later and others will take further development; the tree of opportunity is ripe with fruit. Historically, there was success with small groups of community members organizing to support St. John's including a development committee and a ladies auxiliary. Reviving both of these in a fresh, fun, and engaging way, makes sense.

The Generosity Committee was born, consisting of board members, community members, medical professionals, and residents. The goal is to ensure that the voices of each of those audiences can be heard and have an investment in developing new strategies to engage our community. Their input will help to support an overall everevolving strategic plan.

With regard to the Ladies Auxiliary, who were the power players of their time, it is important to give homage to their history of support. This fall, St. John's Foundation will invite women to become part of what is currently being called the X-Women — the new female superheroes of St. John's - they will be advocates for St. John's, support the annual fund, volunteer at St. John's events, host parties of their own, celebrate together, and of course have fun along the way.

All fun, games, and parties aside, each of these efforts includes strategy and planning for the long-term investment of the people we serve, including our donors.



Heather EstusDirector of Donor Relations and
Annual Programs

Would you agree that your role is really an investment in our donors and stakeholders?

Absolutely.

St. John's has always been one of the best-kept secrets in Montana, a gift to the people and the community. Fortunately, I am not good at keeping secrets. The plan is to share this secret with as many people as possible, make lots of new friends, and have engaging conversations, sharing and celebrating all the good work and good people. �

2021 MEMORIALS

We give thanks for all of these lives remembered this year and extend our gratitude to the donors whose memorial gifts now support living opportunities within nurturing environments of hope, dignity and love.

If we included or omitted a spouse in error, please let us know.

IN MEMORY OF:

Marion Andrew

Vicky Hammond Mary Jo Newton

Dorothy Archey

Penny Carpenter Judy May Rev. Randy Pendergraft Gerry Ready Doretta Thomas

Jeannette Bieber

Mary Mosdal

Dr. Patrick Byorth

Dr. David & Arlie Drill

Bill Carlson

Pr. Harold & Dorothy
Everson
Marie Haag
Cliff & Dorothy Haaland
Beverly Hancock
David & Elaine Kinnard
Tom McBride
Mary Mosdal
Clair & Cyndy Opsal
Karen Polzin
Andy Quanbeck

Joy Waylander **Ruth Cebuhar**

National Information Systems

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James DeBock

Kermit Askin Jeanne Darrow Jere Frady Opal McGuffey Susan Scarlett

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Ted Eklund

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Genevieve Engberg

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Leland Tracy

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Bea Gibson

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Kathleen Gregg

Mary Mosdal

Gudrid Gordon

Alice Gordon & Dr. Paul Grmoljez

Barbara Griffin

Mona Clark Connye Hartman Dr. Paul & Katharine Kelker Mary Mosdal

Duane Guenthner

Maxine Beckwith

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Dick Hatfield

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Ted E. Clark
Alice Gordon & Dr. Paul
Grmoljez
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John Poling

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Carolyn Shane

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Mary Slagsvold

LaRae Schneider

Richard Spalding

Jerry & Claudia Baker Warren & Judy Frank Mary Mosdal

Chuck Swanson

Vaughn Baker

Jerry Swanson

Connye Hartman

Greg Syme

Adrienne Gibson

Joyce Syverson

Carol & Lester Ezrati

Yoshiko Junie Thiessen

Kimiko DiLorenzo Laurette Gangloff

Staci Waldow

Stan & Dee Waldow

Marlin Waylander

Jerald & June Berve
Bernice Bjertness
Bill & Jane Carlson
Caryl Guinn
Mary Mosdal
Erica Ramer
Dorothy Randall
Steve & Rachel Simonson
Lucille Younglund

Roman Wuertz

Mary Ann Guenthner Lila Wuertz

IN HONOR OF:

Kent Burgess

Kristianne Wilson

Joan Fawcett

Dora Badilla

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Frank's Care

Mary Mosdal

Gwynn Pehler

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