



The Incubator Dispatch

The LSS Incubator nurtures bold, team-powered ideas into scalable, community-grown solutions.

NURTURING PROGRESS: Two New Projects Take Root for 2026

The LSS Design Lab's Incubator is thriving, fueled by the creativity and commitment of our team, donors, volunteers and community partners. As we conclude our second cycle, we're excited to introduce two innovative projects born from lived experience and frontline insight – ideas that reflect deep passion and commitment, strengthening our shared mission to build a more effective, responsive service landscape for Minnesotans.

The first project, **Signature Success** – led by Laurie McKee – will modernize how Customized Community Supports (CCS) assists people of all ages with varying abilities and needs in their homes and communities. By introducing e-signature technology, this initiative replaces paper processes with a secure and automated system, streamlining workflows and freeing staff to focus on personalized care. The result: greater efficiency, enhanced client experience and a stronger foundation for responsive, high-quality services.



LSS leaders with this year's LSS Incubator Innovators

The second project, **Trust-funded Caregiver Support** – developed by Nathan Danielson and Kristin Martin – brings together two LSS services. The project combines PICS (Partners in Community Supports), a service that handles all the hiring details and payroll of an in-home caregiver, and Trust Services, which preserves funds to enhance quality of life for those with identified needs. By partnering together, they will reduce risk and administrative burden for individuals using trust funds to pay caregivers and create a seamless experience.

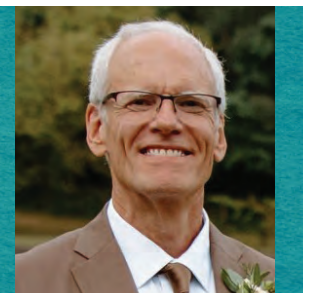
Finally, we invite you to join us in celebrating all our Innovators this year: Chrissy Elton, Kristin Martin, Laurie McKee, Leslie Dadoo, Nathan Danielson and Ryan Boosinger. Overall, five projects were presented and raised awareness about real needs like food insecurity, health care directives and hospital overcrowding. The passion and creativity of our LSS team members inspires us to continue working toward positive change for Minnesotans.

"Thank you for your help in fleshing out this idea, supporting with mentoring and asking great questions along the way."

~Leslie Dadoo
Sr. Director of Intensive Care
Residential Services

"I thought the mentor experience was great. I think it is fulfilling to be able to participate in the mission of the organization and also to get to meet and work with employees of LSS."

~Tom Holman, Former Dell Executive and
President of the Morning Foundation



INCUBATOR COUNCIL UPDATE

The Incubator Council continued its vital role this year, reviewing five proposals against key criteria: desirability, feasibility and viability. The council brought together LSS leadership, external advisors and volunteers, and – importantly – two individuals with lived experience of LSS services. This wide-ranging expertise ensured recommendations for seed funding that are both strategic and grounded in real-world perspectives. We extend sincere gratitude to all council members for their thoughtful contributions and commitment to fostering innovation.



Incubator Council members, left to right in the photo:
(Front) LeAndra Estis, Kim Miller, Laura Blue, Heidi Wiste, Nancy Bohm, Brad Baker, Alexis Oberdorfer.
(Back) Mark Gorder, David Kadrie, Kyle Sommer, Alissa Dott, John Hallberg.

"I loved hearing the new ideas directly from LSS team members and learning more about the breadth of services provided by LSS."

– Incubator Council Member

"All enjoyed hearing directly from LSS team members about their important and impactful work."

– Incubator Council Member

Mentors Make a Difference

Mentors are essential to the Incubator, offering wisdom and encouragement to shape early-stage ideas into life-changing solutions. Interested in mentoring? Let's connect and explore what's possible together. Thank you to last cycle's mentors: Tom Holman, Russ Michaletz, Kathy Reilly, Dan Nelson and John Mendesh!

PROGRAM UPDATE: Representative Payee Services

"Ever since I came to LSS, y'all showed me nothing but love and respect. Thank you from the bottom of my heart."

– Representative Payee participant

Representative Payee Services has grown exponentially over the past year, working diligently with Social Security Administration offices to offer payee services statewide. As of January 1, 2026, the team is serving 160 people – with many more in process to begin receiving services – far surpassing the original proposal to serve just 10. They continue to provide customized support and care for every person they serve.

"The Design Lab positions LSS to tackle some of Minnesota's biggest problems, like wealth inequality and economic mobility."

– Kim Miller, speaking at the 2025 Celebration for Changing Lives

Leadership volunteers help ideas flourish by mentoring, advising or connecting communities through the LSS Incubator. To learn how your expertise can accelerate impact, contact Kim Miller, Design and Innovation Manager, at Kim.Miller@lssmn.org.

