

# Headwaters, Inc.

## "REACHING OUT"

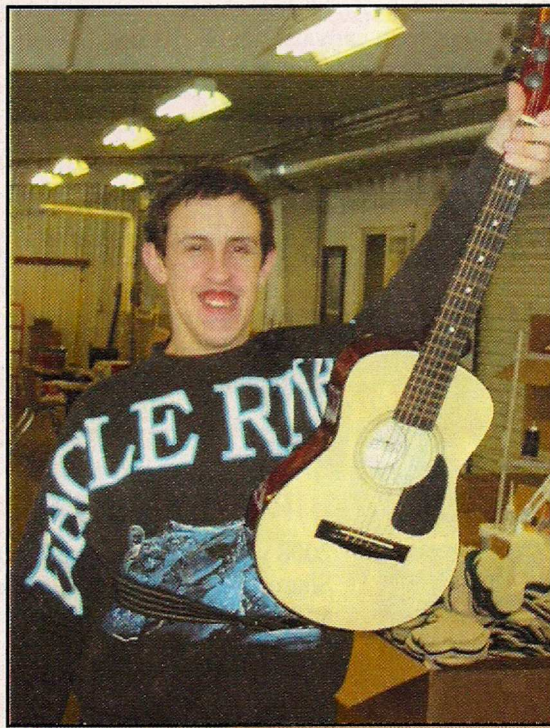


## 2008 Annual Report



### Mission Statement

We believe all people deserve the right to achieve their fullest potential. Therefore, we exist for the purpose of providing individualized services that are designed to maximize each person's daily living and vocational skills in order to be integrated into the community to the fullest extent possible.



Tom Maney "Rocks" Headwaters!

"HEADWATERS, INC. is truly a great place for people with developmental disabilities to work, enjoy recreation and gain more independence through their daily living skills program. With offering such a well rounded program, people with developmental disabilities have many more

opportunities to succeed in life. My son, Tom, has been involved in their program approximately nine months. Tom not only enjoys their recreation program, but feels good about himself. He is proud of the paycheck that he brings home every two weeks. He feels successful and is truly contributing to society. I am thrilled to have access to such a great place in Northern Wisconsin for my son and for other people in our community."

*THE FAMILY OF TOM MANEY - Tim and Tammy Bogeman, Katherine Maney*

**Serving Forest, Oneida  
and Vilas Counties  
Since 1969**



## DIRECTOR'S REPORT... "AND THEN SOME"

According to James Byrnes, former Secretary of State, the difference between average people and great people is that great people did what was expected "and then some." During these rough economic times Headwaters had a lot of "and then some" people. I personally want to thank participants, family members, Headwaters' staff, volunteers, the tri-county communities, charitable organizations, Headwaters' business partners, Catholic Charities Bureau, Headwaters' Board of Directors, and Headwaters' Foundation for their support. We had many great people who came together in 2008 to assist Headwaters in meeting those economic challenges and we did it without jeopardizing services to people with disabilities and children with special needs.

In 2008 Headwaters was one of four agencies in the United States to receive the Rural Passenger Transportation Technical Assistance Grant from the Community Transportation Association of America (CTAA). The grant is designed to assist transportation providers to write and implement a coordinated tri-county transit plan that will benefit all citizens of the tri-county area. Bringing our transportation providers together allows us to leverage our assets and gain access to funding sources that should assist us in sustaining a tri-county transit system.

Lean Manufacturing was one of our many accomplishments in 2008. The 5 S System: sort, set in order, shine, standardize, and sustain not only improved our work flow, but we were able to turn more of the production process over to our participants.

Family Care was authorized by the Governor and Legislatures in 1998 to provide cost effective, comprehensive, and flexible long-term support care for people with developmental disabilities, physical disabilities, and the frail elderly. This system was designed to eliminate waiting lists and make long-term care affordable. To learn more about the 50 counties who will implement this new system by 2011 go to the internet and type-in "Family Care."

Headwaters' confidential shredding program added many new customers in 2008. According to Attorney John Priebe, "Not only is Headwaters providing jobs for people with disabilities, but they are providing a great service to the tri-county communities."

Mike Hauser, Headwaters out-going President, is one of those great people who did what was expected "and then some." Mike truly made a difference in the lives of people with disabilities. His leadership provided new work opportunities for our participants and he was instrumental in bringing people together in challenging times. Mike continues his involvement with Headwaters as a member of Headwaters' Foundation Board.

-Mary Hardtke, Director of Headwaters, Inc.

-Michael Hauser, President of Headwaters Board of Directors

## BIRTH TO 3 PROGRAM

2008 was an eventful year in the Birth to 3 Program. A new Service Coordinator, Sharon Winter, joined our team in July. She is working with families in Vilas County and has received a lot of new referrals.

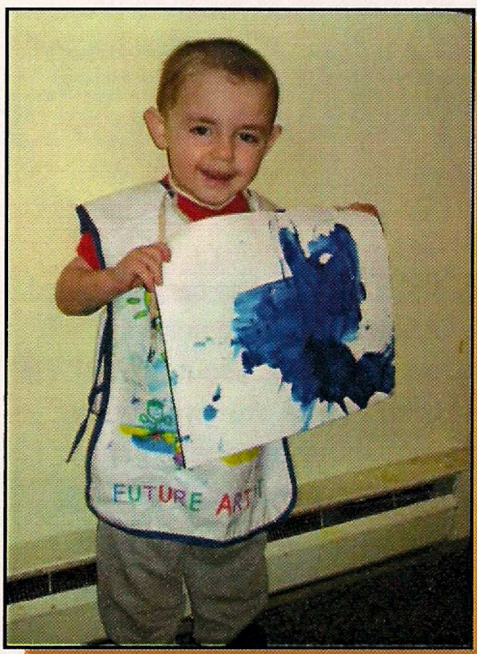
The State developed a new data system.

As a result, we are able to enter our data and obtain

information from the

system. We also worked on transitions between Birth to 3 and the Early Childhood Programs in the schools. Because it was a State initiative, they set up regional meetings where school and Birth to 3 staff could work on transition agreements that would meet everyone's needs. With our new data system, we can make electronic referrals to the schools. We are working hard to make the transition process smooth and a positive experience for families.

2008	Vilas	Oneida	Forest
Birth to 3 Served	50	75	13
Birth to 3 Screened	59	87	17



Josh displays his art during a sensory activity

## PROVIDING RESPITE FOR FAMILIES

The Caring Connection Adult Day Services is a State-licensed adult community-based respite care program designed to meet the needs of mature adults with memory loss who need minimal assistance with daily activities. In 2008 the Caring Connection served 11 individuals at the First Congregational Church and three individuals received in-home services. Staff of Headwaters participated in the Alzheimer Association Memory Walk and raised over \$300 for this event.



Headwaters is proud to be  
a United Way agency



## PROGRAMS OF THE YEAR

The **Transportation** and **FCPH Programs** share the honors of receiving the "Programs of the Year" for 2008. Julie Deaton, Transportation Coordinator, was recognized for her coordination of the transportation program which included receiving several grants for the transportation needs of people with disabilities through the State of Wisconsin Section 5310 Elderly & Disabled Transportation Capital Assistance (\$155,774); partnering with Sokaogon Chippewa Community which was awarded the Supplemental Transportation Rural Assistance Program (STRAP) grant (up to \$98,405); New Freedom Grant to fund a regional voucher program for people with disabilities (\$23,688); and the Community Transportation Association of America (CTAA) Rural Passenger Transportation Technical Assistance Program Grant that hired a consultant to conduct a survey of transportation needs of the area. When accepting her award, Julie recognized the six van drivers who transport people with disabilities to and from Headwaters Monday through Friday, every week of the year. In 2008, our vans logged a total of 169,188 miles traveling the roads of Forest, Vilas and Oneida counties.

Jude Loew, Program Assistant in Day Services, was recognized for her coordination of the FCPH (food preparation, clothing care, personal maintenance, and home living) program. Participants are taught menu preparation, selection/purchasing of nutritious foods, and cooking delicious meals. Individuals also receive instructions on how to care for their clothing using the washing machine and dryer. Personal maintenance includes lessons in good hygiene, brushing your teeth, washing your hair and face, and taking care of nails. In home living classes participants learn how to keep their home in good order by vacuuming/washing floors, dusting furniture and cleaning dirty dishes.

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### COMMUNITY EMPLOYMENT PROGRAM PROVIDES WORK OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

During 2008, the Community Employment Program worked with 68 people. They placed 32 people into jobs paying hourly wages ranging from \$6.50 to \$10.00. In 2008 they gained a new service contract with Stifel Nicholous. Other contracts include the Rhinelander Animal Shelter, Ice Arena, St. Augustine's Episcopal Church, The Armory, and Oneida County Landfill. In addition to working with the Human Service Center and Department of Vocational Rehabilitation, they partnered with the Great Lakes Inter Tribal Council. One of the highlights of the year was the presentation of Headwaters' Partnership Award to Goodwill Industries for their support of Headwaters Employment Program and hiring and assisting in the training of individuals with disabilities. In addition, Billie Jo Scheuermann received Headwaters Personal Achievement Award. Billie Jo had been working at Headwaters for the past 7 years and was determined to have a job in the community. With the support of her job trainers, she began working at the Rouman Cinema on the cleaning crew. She not only does a great job at the cinema, but at three other jobs as well. She cheerfully does whatever jobs are asked of her and even volunteers to work extra when her co-workers are absent.



Jimmy O sorts potatoes at the Rhinelander Food Pantry

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### STAFF OF HEADWATERS RECEIVE TRAINING IN LEAN MANUFACTURING

Program Supervisors of Headwaters, Inc. recently received training in Lean Manufacturing from James VanGrinsven, Project Manager, Northwest Wisconsin Manufacturing Outreach Center, UW-Stout.

Mike Piazza, Production Manager, states, "Lean manufacturing has improved quality, achieved work standardization, decreased changeover time, improved safety, and reduced storage costs, cycle time, and machine down time. We have also seen an increase in the productivity of our participants, which means increased wages for them. All of this is in addition to reducing stress, improving organization, increasing participant involvement and improving the work environment for our participants. As a result of becoming more efficient, we are able to pass along our cost savings to our customers."

In 2008, 89 people with disabilities worked in our Production Program to build skills while being employed and earning a paycheck. Jobs included packaging, sewing dog toys and uniforms, shredding confidential documents, reconditioning autos, preparing mass mailings, and shrink wrapping products for area businesses. **Collectively, all participants in our work-related programs earned \$98,979 for the year and contributed to the tri-county economy.**

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### HEADWATERS, INC. RECOGNIZED BY WISCONSIN'S REST AREA MAINTENANCE PROGRAM

Rehabilitation for Wisconsin, Inc. (RFW) staff has recognized the outstanding efforts of Headwaters, Inc. by choosing them as the Featured Service Provider on their website ([www.rfw.org](http://www.rfw.org)). This recognition is primarily acknowledged through RFW site inspections, from comment cards, or letters of visitors stopping at the sites, or from comments received from the Wisconsin Department of Transportation staff in 2008.

The RAM program provides employment and training opportunities for people with disabilities. Through the years Headwaters, Inc. has received several awards from RFW, Inc. as well as many favorable comments from the traveling public on how nice the waysides are maintained in northern Wisconsin.

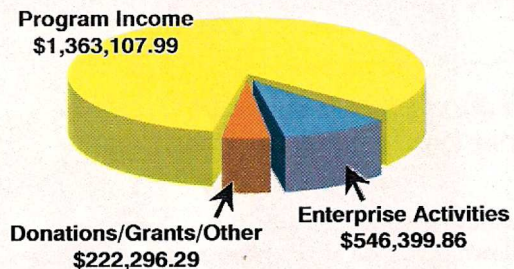




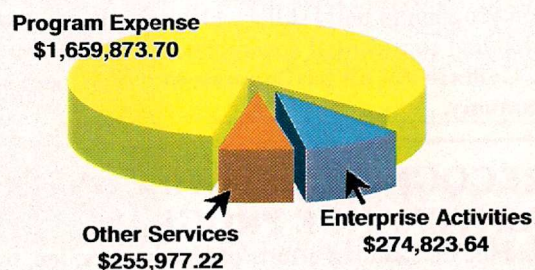
**HEADWATERS, INC.**  
**1441 EAST TIMBER DRIVE**  
**P.O. BOX 618**  
**RHINELANDER, WI 54501-0618**

NON-PROFIT ORG.  
U.S. POSTAGE  
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RHINELANDER, WI  
54501  
PERMIT NO. 364

## **REVENUE**



## **EXPENSE**



Headwaters, Inc. is a non-profit agency of Catholic Charities Bureau of the Diocese of Superior; the agency is primarily funded by the Human Services Board of Forest, Oneida and Vilas Counties.

### **2008 HEADWATERS, INC. BOARD OF DIRECTORS**

#### **OFFICERS**

**MICHAEL HAUSER, PRESIDENT**  
Accountant/CPA, Owner-Northland Accounting

**JOHN REINTHALER, VICE PRESIDENT**  
VP of Investments, Heck Capital Advisors

**TIM HINTZ, SECRETARY/TREASURER**  
Account Executive, Wisconsin Public Service

#### **DIRECTORS**

**JAMES KUMBERA**  
Director, Oneida County Economic Development Corporation

**MARY GRIECO**  
Semi-retired,  
Editor Emeritus, Star Journal

**CHRIS KUEHLING**  
Vice President - Business Banking  
River Valley Bank

**PATRICK MARQUART**  
Plant Manager, Printpack