



Headwaters, Inc.

"Preserving Our Past ~ Nurturing Our Future"

2010 Annual Report

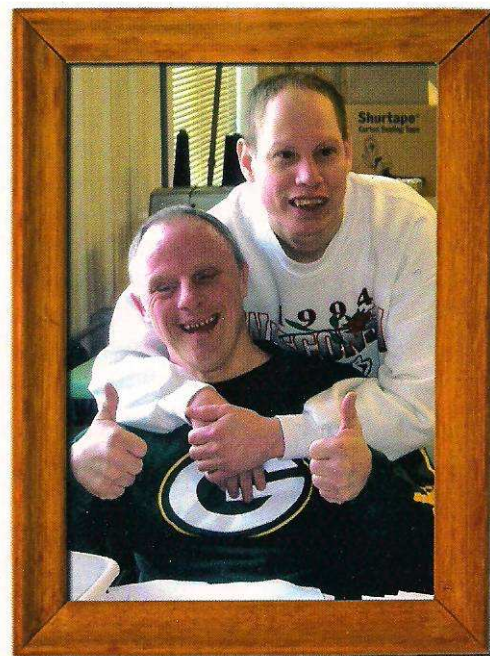


DIRECTOR'S REPORT

The 2010 Annual Report is a brief summary of the many accomplishments that Headwaters has achieved throughout the year. We met the 2010 economic challenges with the help of our active Board of Directors, Headwaters' Foundation Board, dedicated staff, and many tri-county community agencies and businesses. We thank our families and all of the people in the tri-county area not only for their financial support, but for all the information that led to subcontract work and jobs for our participants.

A few of the amazing accomplishments in 2010 was the installation of an up-to-date technology program for our participants. We have a "motion detection" device which allows people to move a cursor with head motion, a talking e-mail program for people who have difficulty reading, and we have the ability to use "Skype" to communicate with participants' families.

Facility updates include the painting of the back of the production building by 13 volunteers from Printpack courtesy of "Printpack Cares"; painting, cleaning, washing windows and screens, and weeding our landscape by two church groups; upgrading our parking lots; a new website; and a new accounting system.



JOE and JIM



JEAN

Seven of Headwaters' staff received certification in customized employment and the "Discovery Program." Staff also received training in autism, positive behavioral supports, systematic instruction, managing threatening confrontation, passive self-protection, body mechanics, confidentiality, fire suppression, infection control, and defensive driving. Staff also received first aid certification through Nicolet College.

-Mary Hardtke, Director of Headwaters, Inc.

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.

Serving Forest, Oneida and Vilas Counties since 1969

DAY SERVICES 2010

Headwaters' Day Services program focused on technology, community integration, and healthier lifestyle choices in 2010. Thanks to a generous grant from the Wisconsin Knights of Columbus, Headwaters has an up-to-date computer lab, with several adaptive items which make interacting with the computer accessible to all participants. Participants were taught how to use e-mail, YouTube, "surf the net", safe social networking, and programs which reinforce reading, math, and life skills.

Participants enjoyed shopping and dining in the community where they practiced ordering from a menu and learned conversation, money, reading, and social behavior skills. Trips were made to: Waswagoning Indian Village, River Run Center for the Arts, Holiday Stables for wagon rides, Oneida County Fair, Northern Lights Playhouse, Peck's Wildlife Center, Settlers Mill, and a Wilderness Cruise. In addition, participants enjoyed swimming at the YMCA, touring local businesses; such as, Printpack, Foster and Smith, Nicolet College, and the Rhinelander Fire Department as well as regular visits to the public library, flea markets, greenhouses, and museums.

More exercise and physical activity were incorporated into all Day Service programs - many begin with some gentle movement and stretching. Many participants have learned to use the Wii game to play virtual tennis, bowling, and even go fishing! Candy and canned soda machines were removed and replaced with an in-house "Canteen" where participants (and staff) can purchase healthy snacks; such as, fresh fruit and vegetables with dips, hard boiled eggs, fruit and vegetable juices, home-made Chex mix, ranch-flavored oyster crackers, "puppy chow" and small serving sized cheese and crackers. Many items are prepared by participants in our simulated apartment, while other snacks are pre-packaged low calorie, low-fat items. Participants help keep track of inventory and assist with shopping for supplies. We discuss healthy food and activity choices in most of our Daily Living and Social Skill programs. Our new beverage machine carries a variety of low-calorie options, along with a few of the traditional soda options. We have returned to making a variety of less complicated dishes in our FCPH (food preparation, clothing care, personal maintenance and home living) program which participants can then make in their own homes. We repeat projects and activities so participants are better able to do them in their homes. "Practice makes almost perfect!"

The Extraordinary Americans expanded their activities. Participants still have the option to rest and play board games, but we added more crafts, computer lab, reading, writing, and math activities and they are going out on more community outings (shopping, going out for coffee, going to the park). Our Light Room in the Sensory Integration Program is still a big hit. We have introduced some Montessori concepts, focusing largely on independence.

BIRTH TO 3 PROGRAM

Thanks to special grant funding in 2010, Service Coordinators in the Birth to 3 Program had the opportunity to learn about the coaching model in early intervention. This involves engaging families and their young children in learning opportunities that take place within the daily routines of their natural settings. We studied the family friendly interviewing technique - *Routines Based Interviews* - which has helped us learn more about families and what is meaningful to them regarding their children's needs. We were taught coaching techniques which help families teach their children needed skills through play and participation in daily activities. Rather than "teach" a child to crawl in therapy sessions, Service Coordinators coach the family to encourage crawling while the child is playing on the floor with a brother or sister. Research shows this is the most effective way for children to learn. Our Birth to 3 team was very excited to have the opportunity to learn these techniques and our plan for 2011 is to share our knowledge with area child care providers.

Children Served in 2010:

Forest	12
Oneida	84
Vilas	43
Total	139

ANNUAL AWARDS

Headwaters' Annual Awards were presented on December 3rd prior to the Participant's Christmas party. Awards included: Elmyra Hobbs Volunteer Service Award to Printpack for their outstanding volunteer service; Personal Achievement Award to Rose Rouse who demonstrated outstanding personal achievement in the work place and in the community; Employer of the Year to Wolff's Log Cabin Restaurant for their support of Headwaters Community Employment Program by hiring and assisting in the training of people with disabilities; and Partnership Award to Doctors Foster and Smith for their outstanding commitment and interest in supporting Headwaters by providing substantial sub-contract work.



JACOB

LEARNING WORK SKILLS IN PRODUCTION PROGRAM

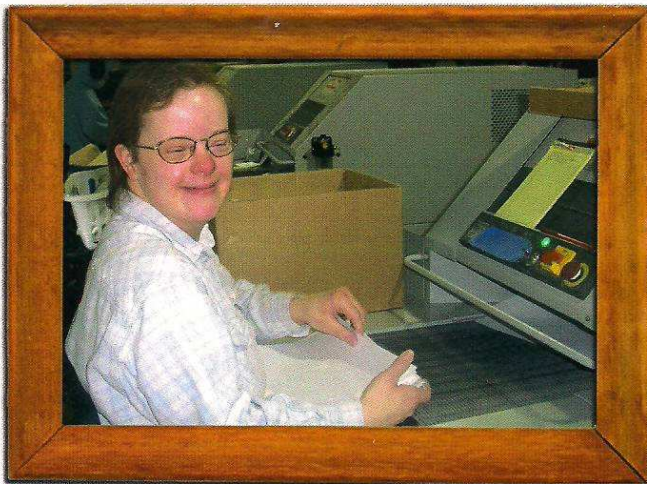
In 2010, 84 people with disabilities worked in our Production Program to build skills while being employed and earning a paycheck. Jobs included packaging, sewing dog toys and uniforms, shredding confidential documents, reconditioning autos, preparing mass mailings, janitorial and grounds maintenance, as well as shrink wrapping and packaging products for area businesses. Contracts included: Doctors Foster & Smith, Trueflight Manufacturing, Department of Corrections, RAM (Rest Area Maintenance), Department of Natural Resources for janitorial and grounds maintenance at the District 7 office building, grounds maintenance at the City of Rhinelander Logging Museum, and many new confidential document shredding customers. We also worked on a new contract with Fishing Hot Spots to package data chips. Participants in our work-related programs earned \$84,265 for the year and contributed to the tri-county economy.

TRANSPORTATION

In 2010 Headwaters operated six routes and our vans logged a total of 164,635 accident-free miles transporting 78 participants who reside in Forest, Oneida and Vilas counties to/from Headwaters five days a week. We were awarded five vehicles totaling \$188,157 from the Wisconsin Department of Transportation's Section 53.10 Elderly and Disabled Transportation Capital Assistance Program grant. Delivery of these vehicles funded through this grant cycle will take place in 2012 and 2013. Headwaters has been awarded these grants since 2002 and to date we have received \$1,686,157 in grant money for vehicles serving the tri-county area. In 2010 we received delivery of five vehicles totaling \$222,195 which were awarded in a previous grant cycle. Four of these vehicles are leased to the Oneida County Department on Aging, Vilas County Commission on Aging, and Forest County Commission on Aging. Headwaters was also awarded the New Freedom Grant from the Wisconsin Department of Transportation which provided 1,304 vouchers to transport people with disabilities in the Minocqua, Arbor Vitae, Woodruff area. The Forest, Oneida and Vilas County Transit Coordination Plan (prepared by LSC Transportation Consultants) was completed. As a result, Oneida County Department on Aging will be submitting a section 53.11 application for public transit funds in 2011. Defensive driving training was conducted for all staff who drive our vehicles and three staff have obtained their commercial driver's license.

COMMUNITY EMPLOYMENT PROGRAM PROVIDES WORK OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

During 2010, the Community Employment Program worked with 39 individuals. They placed 15 people in jobs with hourly wages ranging from \$7.25 to \$10.35. They have service contracts with Stifel Nicolaus, Rhinelander Animal Shelter, Rhinelander Ice Arena, St. Augustine's Church, and Rhinelander National Guard Armory. A new contract was developed with Nativity of Our Lord Thrift Store that began in January 2011. With this new contract there will be an opportunity to give more employment opportunities to people with disabilities. Other job sites include: Burger King, Trig's, Subway in Minocqua, Rouman Cinema, Goodwill, Wal-Mart, Comfort Inn in Rhinelander, Dollar Depot, Pomp's Tire, Wolff's Log Cabin, The Waters of Minocqua, Lakeland Times, John's Boat Sales and Services, and the YMCA. Highlights of the year include over 10 years of successful employment for two of the individuals in Community Employment.



AMY



HOLLY, NATALIE, BOBBI JO, HEATHER, KELLIE



Headwaters is proud to be
a United Way agency



"Preserving Our Past ~ Nurturing Our Future"

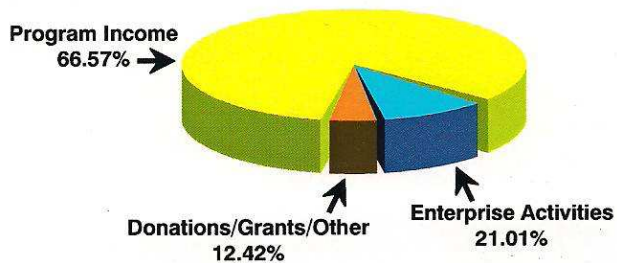


HEADWATERS, INC.
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P.O. BOX 618
RHINELANDER, WI 54501-0618

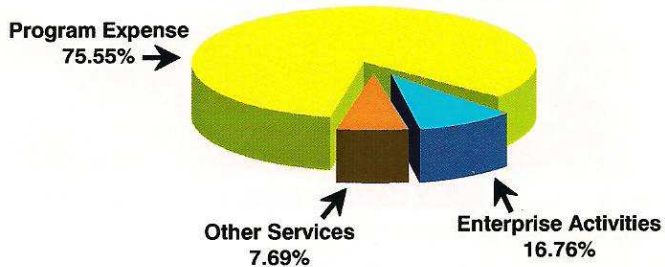
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REVENUE



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.

2010 HEADWATERS, INC. BOARD OF DIRECTORS

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