



Headwaters, Inc.

"Making Dreams Come True"

2011 Annual Report

headwatersinc.org



DIRECTOR'S REPORT

Albert Einstein said, "Imagination is more than knowledge, for knowledge is limited and imagination can encircle the world."

Nine individuals with intellectual disabilities are enrolled at Nicolet College in a "Soft Skill" course. Vocational courses are now being developed at Nicolet College for individuals with intellectual disabilities in the following areas: Carpenter's Helper, Culinary Helper, Child Care, and Lawn/Maintenance. A heart-felt thank you goes out to our partners: Nicolet College, Rhinelander School District, and Northland Pines School District for having the creativity and the imagination to make dreams come true. These college courses will give people with intellectual disabilities more opportunities to develop their own career path. Headwaters' Educational Coach thinks her students are truly amazing.

Headwaters' Community Employment staff received training in the new "Discovery" program in 2010 and 2011. Discovering a person's passion and interests is the main focus of the "Discovery" program; not IQ's and standardized test scores. When successfully completing the "discovery" process, we use our imagination and creativity for job development and job placement. In 2011 the Community Employment program expanded their services to 13 counties using the Discovery Program.

Headwaters' summer program welcomed seven students in 2011 from various school districts. The feedback was very positive from students and family members. As a result, we are now creating a larger program to accommodate more students this summer. We have discovered the younger students have great imaginations and we love working with them over the summer months.

Headwaters' Day Services Program developed three new programs in 2011; photography, scrapbooking, and a health and exercise class. The photography class had their pictures displayed at the YMCA in Rhinelander. The imagination and creativity that goes with photography is incredible. These programs have been so successful that they are being expanded into other areas of the tri-county for individuals who do not attend Headwaters. *Continued on page 2*



David S. – Quality Control Specialist



Production Specialist who likes her job.



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

DIRECTOR'S REPORT *(continued from page 1)*

Headwaters' RAM (Rest Area Maintenance) crews were awarded several RAM Hall of Fame Super Site Awards in 2011 by Rehabilitation for Wisconsin. Congratulations to the great work of these crews and their supervisors.

With the help of Headwaters' staff, participants, family members, businesses, agencies, school districts, Human Service Center, Headwaters' Board of Directors, and Catholic Charities Bureau, the imagination and creativity that was displayed in 2011 did encircle our world.


Mary Hardtke, Director of Headwaters, Inc. 



Natalie S. – Shrink Wrap Specialist

DAY SERVICES 2010


2011 was a big year for developing specialized classes. These classes are designed to be small (4 to 6 students), to run one half day per week for a limited period of time (12 to 20 weeks), and to teach participants a hobby or life skill that they can continue on their own when class is over. We received a technology grant from the Wisconsin Knights of Columbus and purchased five digital cameras. We used these new cameras to develop our first Special Interest Class: Digital Photography. We had five students in our first class, one of which is a participant with significant physical disabilities who was able to use our switch adapted camera. Students learned the basic functions of the cameras, how to compose an appealing photo, how to get their digital photos developed, and how to get their photos framed. Students also went on field trips to professional photography businesses, including Drs. Foster and Smith, to see how people make a living with this skill. We have "graduated" two groups of participants from the photo class with a third class in full swing. Other Special Interest classes that we are offering include: Current Events, Stamping, Scrapping and Card Making, Getting Fit, Intro to Computers, Specialty Crafts (designed for our higher needs participants), and Video Class. We are hoping to offer classes in gardening, geocaching, quilting, more fitness classes, and specialty cooking classes in the coming year.

The summer of 2011 was particularly exciting as we provided services to seven high school students. These students enjoyed our Day Services programs and gave us some great input on programs to offer for them next summer. Our core programs – Food, Clothing Care, Personal Hygiene and Homemaking (FCPH), Sensory Integration (SI), Recreation, Community Use and Socialization (RCS) and Exceptional Americans (EA) – continue to offer the quality programming that Headwaters is known for. We are continually looking for ways to improve these programs and offer new, interesting, community integrated activities for our participants. 


BIRTH TO 3 PROGRAM

Numbers Served in 2011:

Forest	7
Oneida	52
Vilas	36
Total	95

One area that Birth to 3 concentrated on in 2011 was coordinating training for child care staff. Headwaters' Birth to 3 staff developed a series of four training modules based on information from the Center for Social Emotional Foundations of Learning (CSEFL) and offered training to area child care staff who work with infants and toddlers. The trainings were designed to emphasize how young children learn through the routines that commonly occur in child care settings and the importance of using consistent routines and expectations in the classroom. They were also designed to emphasize that working with children with special needs in the classroom does not have to be difficult as the principles we were teaching apply to everyone. We had 25-30 people attend each session. Adult staff from Headwaters was also present as many of the concepts can be applied to working with adults with intellectual disabilities. We were able to offer this opportunity with grant funds and it was very well received by those who participated. 

ANNUAL AWARDS

Headwaters' Annual Awards were presented on December 9th prior to the Participants' Christmas party. Awards included: Elmyra Hobbs Volunteer Service Award was presented to Jake Kriesel for his outstanding volunteer service; Personal Achievement Award to Scott Zeinert, who demonstrated outstanding personal achievement in the work place and in the community; Employer of the Year to The Pointe Resort & Club for their support of Headwaters' Community Employment Program by hiring and assisting in the training of people with intellectual disabilities; and Partnership Award to Rouman Amusement Company, Inc. for providing significant work opportunities to Headwaters and has gone to great lengths to help individuals with disabilities remain employed. Special recognition was given to Printpack Volunteers who volunteered their time and talents to paint Headwater's building this summer. 



This was a great day!

LEARNING WORK SKILLS IN PRODUCTION PROGRAM

In 2010, 81 people with disabilities worked in our Production Program to build skills while being employed and earning a paycheck. They earned \$94,974 for the year and contributed to the tri-county economy. 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. We have contracts with: Drs. Foster & Smith, Trueflight Manufacturing, State of Wisconsin Department of Corrections, RAM (rest area maintenance), and Department of Natural Resources for janitorial and grounds maintenance at the District 7 office building, and numerous confidential document shredding customers. 🙌



Safety is our #1 goal.

TRANSPORTATION

In 2011 Headwaters, Inc. operated six routes to transport 79 participants who reside in Forest, Oneida, and Vilas counties to/from Headwaters five days a week. A total of 159,258 accident-free miles were logged. We received delivery of three accessible buses totaling \$141,000 from the Wisconsin Department of Transportation's Section 53.10 Elderly and Disabled Transportation Capital Assistance Program grant. Two of these buses are leased to Vilas County Commission on Aging and Forest County Commission on Aging. Additionally, another accessible bus is scheduled for delivery in October 2012. Since 2002, Headwaters, Inc. has been awarded specialized vehicles totaling \$2,049,352 to serve the tri-county area. 🙌

COMMUNITY EMPLOYMENT – PROVIDING WORK OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

During 2011, the Community Employment Program served 55 individuals and placed 41 (74.5%) people in jobs with hourly wages ranging from \$7.25 to \$10.00 per hour. They continue to maintain their service contracts and funding from the Human Service Center and the Division of Vocational Rehabilitation.

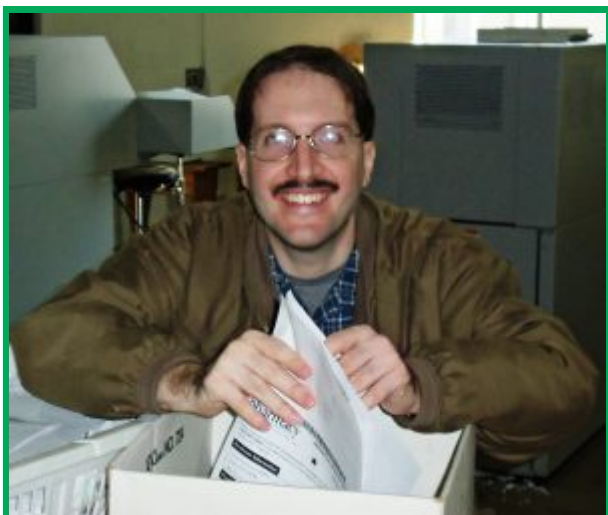
In addition to serving Forest, Oneida, and Vilas counties, the Community Employment Program expanded their service area to include 13 counties. Job trainers were hired in these areas to facilitate quality customer service.

Staff of the Community Employment Program participated in two pilot programs that will enhance their program in the future. The job readiness pilot through DVR was a big success because we were able to develop reports that served as a model for our area. The other pilot originated from CCCW (Community Care of Central Wisconsin) which included new and progressive methods of job coaching.

Job sites for the year include: Burger King, The

Pointe, Comfort Inn, Wolff's Log Cabin, Walgreens, YMCA, Tender Wash, Wash Works, Taylor Park, Rhinelander Country Club, Subway, Wal-Mart, Silver Lake Inn, ALA Mode, City of Rhinelander, Rouman Cinema, Goodwill, Holiday Acres, and Trig's.

A highlight of the year was the Annual Awards Presentations. The Pointe Resort & Club in Minocqua received the Employer of the Year Award, Scott Zeinert received the Personal Achievement Award, and Rouman Amusement Company Inc. received the Partnership Award. 🙌



Love my job!



Fort Knox – Securing Confidential Documents



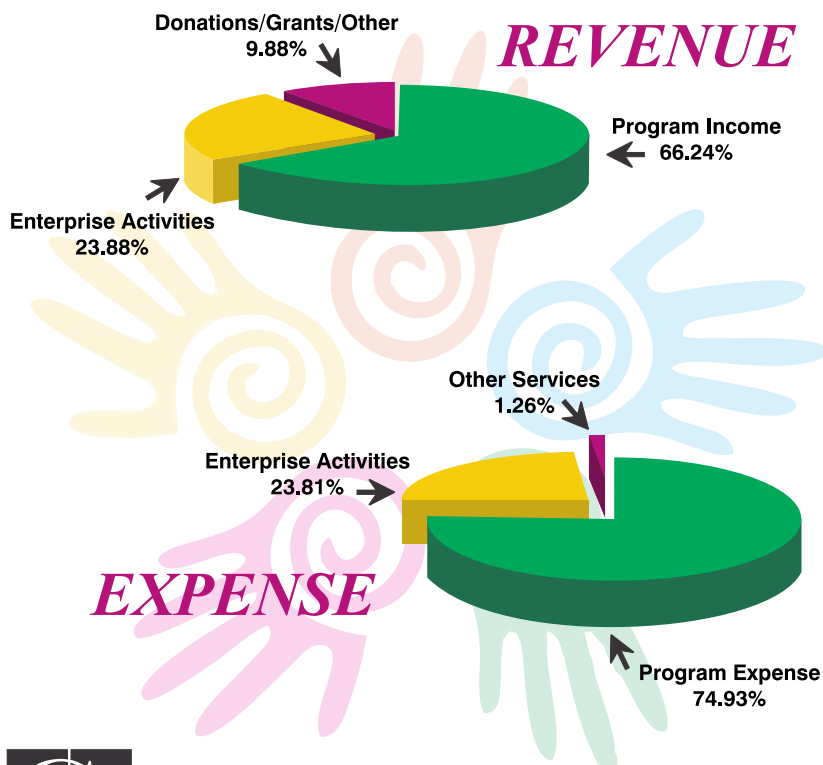
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a United Way agency**



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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.

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