

# Headwaters, Inc.



## 2013 Annual Report

### DIRECTOR'S REPORT

I've been studying lately about change and how to manage change. This interest is in part due to all of the changes that are and will be happening in the field of support services for people with disabilities. Merriam Webster defines change as: to become different; to make (someone or something) different; to become something else. As simple as these definitions seem, we all know how hard change can be, especially for those who "like things just the way they are." No matter what, change is inevitable and something we all have to deal with at different points in our lives, and in the life of an organization. There were several changes at Headwaters during 2013- there were staff changes, programs evolved and changed- there were some new beginnings and some endings.

At the beginning of the year, Headwaters partnered with Northland Pines School District, Rhinelander School District, Three Lakes School District, Lakeland Union School District, and Nicolet College to offer an Employability Skills class on the Nicolet campus to provide individuals with intellectual disabilities opportunities to experience the college environment while advancing their employment and career goals. This opportunity was extended to all area high schools and community-based supported employment programs. This course provided opportunities for students to develop the prerequisite skills needed for success in the workplace. Topics included workplace basics, effective communication, self-advocacy, and self-assessment/reflection skills. This course also introduced students to the post-secondary educational environment. As part of the college orientation process, students also received Nicolet College student ID's and library cards, participated in campus and library tours, visited various occupational program areas, and were introduced to academic success and disability support services available through the college. The curriculum included exposure to programs offered at Nicolet as well as employment options in the area, and on May 22, six participants graduated from this class.

Summer activities included Headwaters Day Services participants planting trees donated by the Carlson Funeral Home at the Oneida County Airport. Headwaters had another successful year of cleaning and maintaining our area highway waysides through the Rest Area Maintenance program managed by Rehabilitation for Wisconsin. Day Services was able to explore the community through photography and other community activities. Also, Headwaters held its 28<sup>th</sup> Annual Golf Classic and was amazed yet again at the wonderful support there is in our community for people with disabilities. Headwaters' Community Employment services continued to grow throughout the year- 2013 was its biggest year to date in terms of both referrals and overall revenue.

Bigger changes in 2013 included Headwaters' Director Mary Hardtke retiring in August after 12 years, and my starting here as the new Director at the same time. Mike Piazza, long-time Production Manager for Headwaters, retired after 39 years. In addition, the Auto Detailing Program was closed on December 20<sup>th</sup> and fittingly, the final car that was detailed was that of former Production Manager, Mike Piazza.

Even though many things change, something that has stayed the same is the generous support we receive from the community, and we couldn't be more grateful.

Kind regards, Jenny Felty

### 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.*

## TRANSPORTATION

During 2013, Headwaters, Inc. operated six routes to transport 92 participants who reside in Forest, Oneida and Vilas Counties to/from the Center five days a week. After arrival, the vehicles are used by the Community Integration Classes, Supported Employment, Employability Class to Nicolet College, etc. A total of 143,506 miles were logged in 2013. Headwaters, Inc. accepted delivery of a 2013 accessible bus from the Section 53.10 Elderly and Disabled Transportation Capital Assistance Program grant. This bus can carry 12 ambulatory and 2 wheelchair riders. This grant is administered by the Wisconsin Department of Transportation (WisDOT). WisDOT covered 80% of the cost of the \$50,621 bus and Headwaters, Inc. paid the 20% local match requirement. Headwaters, Inc. will receive another accessible bus in the fall of 2014.

## ANNUAL AWARDS

Headwaters' Annual Awards were presented on December 13, 2013. The Days Inn – Claridge of Rhinelander received the Employer of the Year Award. This award recognized a business that has been very supportive of Headwaters Community Employment Program and has hired and assisted in the training of people with disabilities. Ken Hardtke received the Elmyra Hobbs Volunteer Service Award for his outstanding volunteer service to Headwaters. Bret Dunlap received the Personal Achievement Award which was given to an individual who has overcome significant barriers to employment and demonstrated outstanding personal achievement in the work place and in the community. Rehabilitation For Wisconsin (RFW) received the Partnership Award which recognizes a business that has provided significant work opportunities to Headwaters and has gone to great lengths to help individuals with disabilities remain employed.

## DAY SERVICES

In 2013 we offered new classes and changed the focus of some of the other classes. Classes included Gardening, Photography I and II, Community Integration, Variety, Independent Living Skills, This and That, Women's Crafts, Getting Fit, World Science, Job Club and Current Events. As part of Independent Living class, they prepared food for several internal events. The Current Events group developed an internal newsletter for participants. Photography class entered contests with their photos and placed several times. The class is working to develop albums to display their work. Sportsmanship was added this year and has been a big hit. Participants learn about winning, losing, and learning rules and skills to help them cope with the ups and downs of games and sports. World Science has expanded their group and sustains their commitment to emergent curriculum. As their ideas evolve, the group researches and discusses the topics. They have also brought in speakers. The Job Club group invited several interesting presenters to their class, including local politicians, to offer their unique viewpoints.

We had many fun and educational activities planned in 2013. These included enjoying the Wilderness Cruise, visiting the Rhinelander District Library, swimming at the YMCA and learning about water safety, and enjoying a day of fishing and pontoon riding thanks to the volunteers from "Let's Go Fishing Northwoods." We toured local businesses, went shopping, enjoyed tours of Oneida County Landfill, A-1 Septic, Oak Leaf Salvage, and Nosser's Stamp and Scrap. Presentations were given by Kyle Rogers, a reporter from the Northwoods River News, we toured Hansen Honey Farm and learned about honey bees and honey production, an officer of the Rhinelander Police Department gave a presentation on safety in the community, and a representative from Wisconsin Public Service talked about electrical safety.

We are always looking for ways to give back to the community for all of the support they have given us over the years. Some of the volunteer opportunities we participated in include: sorting, inspecting, and bagging potatoes for distribution at the Rhinelander Area Food Pantry, assisting Carlson Funeral Home planting trees at the Oneida County Airport as part of their commemoration of 100 years of being in business, "ringing the bell" for the Salvation Army during the holidays, and one of our participants read to a group of 3K students at Crescent Elementary School. In addition we supported our local Chamber of Commerce by providing two desserts which were auctioned at their annual dinner.

## PRODUCTION

2013 was a busy year in production. It was also a year of change. After 39 years, Mike Piazza retired as Production Manager/Service Coordinator. Julie Deaton took over as Production Manager. Every area of production had consistent work through the year. In 2013, 104 people with disabilities worked in the Production Program to learn and build skills, while being employed and earning a paycheck. They earned a total of \$94,622.02 for the year, which directly contributed to the tri-county economy. The contracts with the Wisconsin Department of Corrections, Wisconsin Department of Transportation, Wisconsin Department of Natural Resources and Saint Mary's Hospital were renewed for 2014. We also secured an additional contract with Wisconsin Valley Improvement Co. to perform lawn maintenance at 11 dam and boat landing sites. Headwaters' shredding program is continuing to grow and expand in territory. The Foster and Smith contracts continue to keep Production I and II busy.



*Holly R. enjoys shrink wrapping*



*Anna M. & Donna B. packaging feathers*



*Scott D. stuffing dog toys*



*Missy B. sorting feathers*



meetings and we held quarterly meetings for our entire Birth to 3 Program. We also began holding monthly regional team meetings. These smaller teams consist of the therapists and service coordinator who usually work together with a particular group of families. The purpose of the regional meetings is to discuss children and families on the current caseload and to look at who the primary coach might be for new families.

A second focus in 2013 was to use Data Mart to generate our own reports on the Federal indicators that determine if our program is in compliance. Indicators #1 and #7 have to do with the timelines that we need to meet putting IFSPs in to place (45 days) and starting services once the IFSP (Individualized Family Service Plan) is completed (30 days). We did not have any findings of non-compliance in 2013.

We participated in the State *Developmental Screening Initiative* in all three counties. This initiative is facilitated by the Children and Youth with Special Health Care Needs Program. The purpose is to educate medical providers on the importance of regular developmental screenings. Our role is to talk about how to refer to Birth to 3.



Payton gets a hug from Elmo!

We continued to use funds from the Kiran James Bessire Memorial Fund to help children and families in the program. Some of the things we purchased were: a special chair to provide proper positioning for a child with Cerebral Palsy, a portable play yard for a family with premature twins so they can play safely on the floor, a portable play yard for a child whose parents are deaf, a used toddler bed for a child who had no safe place to sleep, food for a family who lost all of their refrigerated food during a power loss, car repairs for a single mother who was unable to get to work, copies of Cara's Kit, a tool that shows child care providers how they can adapt their routines and activities for children with special needs, and several weighted blankets for children with sensory needs. Number of children served in 2013: Forest: 22, Oneida: 67, Vilas: 39. In addition, we screened 232 children. Miles traveled by Headwaters Birth to 3 staff in 2013: 33,332



Payton and her mother, Kelsey, have been enrolled in the Headwaters Early Head Start home visitation program since Payton was four months old.

## COMMUNITY EMPLOYMENT – PROVIDING WORK OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

During 2013, the Community Employment Program served 111 individuals and placed 64 (58%) people in jobs with hourly wages ranging from \$7.25 to \$22.75 per hour. We continue to maintain service contracts with the Rhinelander Ice Association, Stifel Nicolaus, St. Augustine's Church, and the National Guard Armory. The primary outside funding sources are the Human Service Center and the Division of Vocational Rehabilitation.

A total of 44 people were new admissions to our program during the year while 41 participant files were closed. Of the 44 admissions, 43 were referrals from the Division of Vocational Rehabilitation and one was a referral from Great Lakes Inter Tribal Council.

We continued our services in Oneida, Vilas, Forest, Price and Taylor Counties. We received several new referrals which allowed us the opportunity to serve consumers in Florence and Marinette Counties. We plan to continue our expansion to serve all of northern Wisconsin.

Job sites for the year include: Goodwill, Subway, Trig's, Trig's Smokehouse, YMCA of the Northwoods, St. Augustine's Church, The National Guard Armory, Stifel Nicolaus, Rhinelander Ice Association, Days Inn, America's Best Value Inn, Indianhead Connection, Foster and Smith, Robert's Repair, Sportsman's Café, Rocky's Roadhouse, Car Quest in Crandon, Kleenmark, Dandy Dog, Cars LLC, Appearance Plus, Dan's Dog Earned Books, United Methodist Church in Phillips, Phillips' Café, Hawk's Nest, Rusty Nail, Taco Bell, Culvers, and Dee's One Stop Video Shop.

A highlight of the year was the Annual Awards Presentation. Days Inn received the Employer of the Year Award.



David S.



Billy D.



Jacob P.

*Cleaning at National Guard Armory, gaining work experience in the community.*



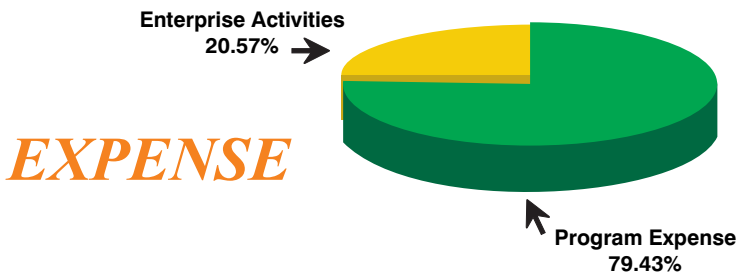
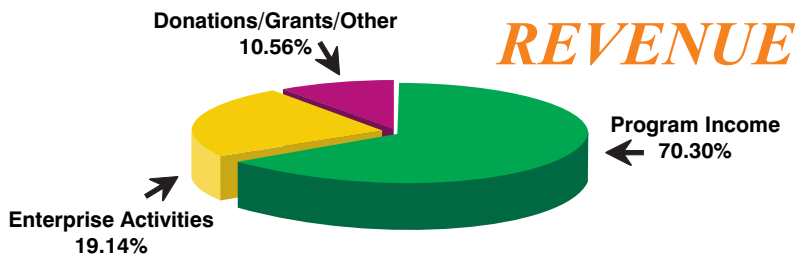
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Headwaters, Inc. is a non-profit agency of Catholic Charities Bureau of the Diocese of Superior; the agency is primarily funded by the Human Services Board of Forest, Oneida and Vilas Counties.

