

Headwaters, Inc.

2015 Annual Report

DIRECTOR'S REPORT



As you can see on the pages of this report, Headwaters is working on a number of new and exciting changes and projects, and I'd like to highlight a couple of them here.

We applied for and received a grant to host a series of small meetings/conversations this spring with individuals we serve and their family members about the legislative changes

that are pushing for more community integration (and specifically community employment), and what that means to them and for them in the future. Here is a brief description:

“These Conversations would center around what community integrated employment is, what it isn't, how it's been successful for some people with disabilities in our local community, and how expectations about community integrated services (including integrated employment) are changing in Wisconsin and around the country.”

We were also one of four organizations in Wisconsin selected to be a part of the “Building Full Lives Project”- this project involves direct technical assistance and follow-along from an agency called WorkLink, based in San Francisco, that has a program where they use community based day services to augment community employment services for the people with disabilities they serve. They've developed these “braided” community and employment services so individuals can maintain full days of support if needed, and also so they can maintain the friendships they've made while participating in facility based services. I've been interested in this model of support ever since I heard about it a year ago, because it addresses a couple of the big concerns we have for individuals who go into community employment: what do I do for the rest of the day when I'm not working?; and how can I continue to see my friends? As a kick-off to this project, Sara Murphy from WorkLink came and spent two days with us at the end of February helping us to develop a plan to move forward with “braiding” services at Headwaters.

We expect that both of these projects will guide our work around community integration for people with disabilities well into the future, and we've seen some really great things happening already. We'll continue to keep you updated on these efforts and we'd be more than happy to share additional information about these projects if you're interested.

*Best 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.

DAY SERVICES

Looking back over the past year we have so many things to highlight. The service learning component of Day Services has grown to approximately 8 sites, this includes: Wild Instincts, Friendly Village, Ministry Hospital, Habitat for Humanity, Food Pantry, Frederick Place, Meals on Wheels, Oneida County Fair, and Salvation Army Bell Ringing. We have strengthened our community relationships with Art Start and Nicolet College Grab and Go. Working in collaboration with Nicolet College Jump! Start we had several successful job experiences. The following businesses supported and enhanced the experiences and we want to give a huge Thank You!, for these opportunities. Thank you to: Bikes and Boards, Hodag Lanes, WXPB, Mel's Trading Post, Friendly Village, Northern Paws, James Williams Middle School, Holiday Acres, Paws and Claws, Rhinelander Public Library, Rhinelander Daily News and Dinky Diner.

One of the most exciting things we added this year was the Skills to Pay the Bills curriculum.

Skills to Pay the Bills: Mastering Soft Skills for Workplace Success- is a curriculum developed by ODEP focused on teaching "soft" or workforce readiness skills to individuals with disabilities. It was created for individuals as an introduction to workplace interpersonal and professional skills. The basic structure of the program is comprised of modular, hands-on, engaging activities that focus on six key skill areas:

Soft Skill #1: The Communication section will not only help students practice and recognize how they provide information to others, but also help them consider how others may prefer to receive information. It is important to reinforce with individuals that communication skills involve give and take — and they can, indeed, be learned and strengthened over time.

Soft Skill #2: Enthusiasm & Attitude seeks to teach students about the importance of enthusiasm and a positive attitude in the workplace. Students will hear strategies for turning negative thinking into positive thinking and displaying and discussing enthusiasm during an interview and on the job.

Soft Skill #3: The Teamwork section teaches students about the importance of teamwork to workplace success and the specific role each individual on a team may play. Students learn about positive teamwork behavior and discover how their own conduct can impact others on a team.

Soft Skill #4: Networking section the focus is on the process of networking and its relevance and importance to career development. Student learn about taking initiative and overcoming fear, informational interviewing, as well as potential guidelines to consider when using social networks, texting, and email for networking purposes.

Soft Skill #5: Problem Solving & Critical Thinking module where students will learn how to solve problems in a variety of ways in the workplace. Students will hear about how to properly tell the difference among criticism, praise, and feedback and reacting appropriately. The section will also review strategies for making ethical decisions, solving problems on a team with others, and learning how to take into account others' perceptions when assessing actions or statements in the workplace.

Soft Skill #6: Professionalism section focuses on each of the five individual soft skills presented, but in a broader framework. This is because professionalism is not one skill but the blending and integration of a variety of skills.



TRANSPORTATION

During 2015, Headwaters, Inc. operated six routes to transport 100 participants who reside in Forest, Oneida and Vilas Counties to and from the Center five days a week. After arrival, the vehicles are used by the Day Services, Community Employment, and Nicolet Classes as well as traveling to our volunteer sites. A total of 132, 194 miles were logged on these vehicles in 2015.

PRODUCTION

In 2015, 96 people with disabilities were employed by Headwaters, Inc. These employees earned a total of \$79, 342 which directly contributed to the tri-county economy. While employed and earning a paycheck, they are also developing work skills.

INTERESTING FACT

More shredding is done by Headwaters, Inc. employees than any other task. In 2015, 215,963 pounds of office paper was shredded and sent to paper mills thus, keeping the paper out of landfills.

BIRTH TO 3 PROGRAM

In 2015 Birth - 3 had their On-site review from state Birth-3 staff. During this time our processes and procedures were reviewed with suggestions made by state personnel on ways to improve our practice. We have implemented a team evaluation process and the use of Routines-Based Interviews as a result of these suggestions.

Statewide the Birth -3 focus continues to be implementation of the primary provider model. Team meetings are held regionally twice a month. On those days we are spending our time as a team in that area completing evaluations, doing Routines-Based interviewing with families and caregivers, writing & updating Individualized Service Plans, and meeting to coordinate our efforts for families.

Our collaborations within the tri-county area remain strong with staff involvement in the Vilas County Family Resource Coalition, Forest County Family Services Network, tri-county Coordinated Service Team initiatives, Lac du Flambeau Head Start, Family & Child Head Start, Collaborating Partners, Northwoods Breastfeeding Coalition, Forest County Potawatomi Community Health, Neonatal Intensive Care Unit meetings, & regional Birth to Three meetings. We also participate with several school districts to perform Child Find activities.

The Kiran James Bessire Memorial Fund has remained a wonderful blessing to our program giving us the ability to assist families. This year we assisted families with emergency hotel costs, auto repairs, travel expenses for medical appointments, sensory items, diapers, and cab cards.



**Headwaters is proud to be
a United Way agency**

COMMUNITY EMPLOYMENT – PROVIDING WORK OPPORTUNITIES FOR PEOPLE WITH DISABILITIES

During 2015, the Community Employment Program served 180 individuals and placed 49 (45%) in jobs with hourly wages ranging from \$7.25 to \$16.50 per hour. We continue to provide benefits analysis to consumers who would like to see how their benefits will be impacted by working. We completed a total of 21 benefits analysis for the year. The primary outside funding sources are the Human Service Center and the Division of Vocational Rehabilitation.

A total of 80 people were new additions to our program. We also had 24 successful closures. Of the 80 new referrals, 14 were from the Great Lakes Inter Tribal Council.

We provide services in Oneida, Vilas, Forest, Florence, Marinette, Price, Taylor and surrounding counties.

Job sites include: America's Best Value Inn, Catholic Charities, CCL Gardens, Coffee Beans Etc., Conway True Value, Culvers, Days Inn Claridge, Details Pros, Dinky Diner, Golden Harvest, Goodwill, Great Lakes Timber Professionals, Hext Theater, Kleenmark, La Fetta's, Lake of the Torches, LDF Smokehouse, Marty's Place North, Maryhill Manor, McDonalds, Minocqua Library, National Guard Armory, Niagara Senior Center, Nicolet College, Northwoods Family Dental, Norway Ski Hill, Northwoods Wildlife Center, NWTC, Oneida County Senior Center, Peeples, Pembine/Dunbar/Beecher High School, Peter Christensen Dental, Potawatomi Natural Resource Center, Rhinelander Fire Department, Rhinelander Ice Arena, Rhinelander Police Department, Rhinelander Public Library, Rusty Nail, Snow River Products, Sportsman's Café, St. Augustine's Church, Stifel Nicolas, The Essenhaus, Trig's, Trig's Smokehouse, Walgreens, Western Connection, YMCA of the Northwoods.

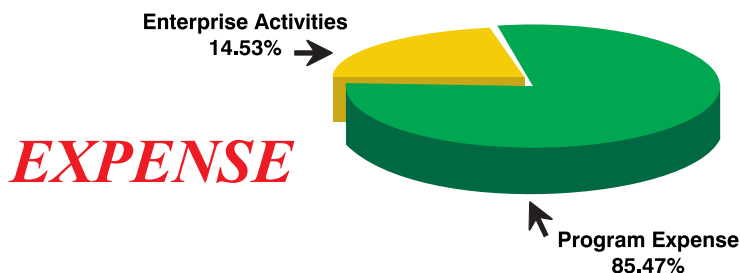
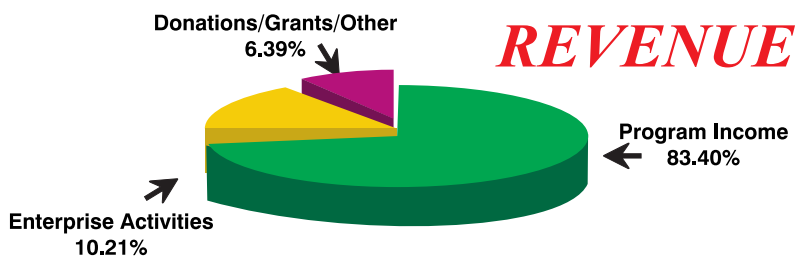




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Headwaters, Inc. is a non-profit agency of Catholic Charities Bureau of the Diocese of Superior; the agency is primarily funded by the Human Services Board of Forest, Oneida and Vilas Counties.



www.headwatersinc.org

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