

2022

ANNUAL REPORT

Headwaters, Inc.

Affiliate of Catholic Charities Bureau, Diocese of Superior, WI

Empowering Lives and Helping people for over 50 years!



About Headwaters, Inc.

A not-for-profit community based services agency with 50 years of experience providing services for people with intellectual disabilities, autism spectrum disorders, serious and persistent mental illness, brain injuries, physical disabilities, and children with special needs throughout northern Wisconsin. We provide a variety of support services that can be customized to fit someone's specific needs, and we specialize in supporting people to live the kind of life they want in the communities where they want to live. Current counties being served include Ashland, Bayfield, Florence, Forest, Iron, Langlade, Lincoln, Oneida, and Vilas.



Our Mission

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.



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www.headwatersinc.org

A Message from our Director

Dear Friends of Headwaters, Inc.,

It is an honor to serve as the director of Headwaters, Inc.! I am very thankful for the opportunity to be able to work at Headwaters, Inc. and to live in the Rhinelander community on a fulltime basis. In 2022, the Headwaters, Inc. team worked with a renewed sense of commitment and community towards our mission of "providing individualized services that are designed to maximize each person's daily living and employment skills in order to be integrated into the community to the fullest extent possible".

Headwaters, Inc. served 77 individuals in Day Services and Prevocational Programs in 2022. Day Services provided community-based day services, facility-based services, the Focus Plus Transition Summer Program for high school students, and support for the Jump!Start Program at Nicolet College. Highlights of our day services include accessing community resources, volunteering opportunities in the community, and skill development and instruction in areas of independent living, employment, and advocacy skills.

The work services/prevocational programs continued to offer participants with a variety of jobs on our production floor to develop work skills and give participants the opportunity to earn a paycheck for employment. Headwaters, Inc. contracts with local area businesses for jobs including shredding, packaging, assembly, collating/mailling, quality control, and janitorial. In addition, we have rest area maintenance contracts with the state.

Our Supported Living Services team continued to provide services to assist individuals to live independently in the community that ranged from 24/7 assistance to daily or weekly drop-ins. Emphasis is placed on skill and independence building, daily living skill coaching and community connecting. We added housing counseling services for referrals from our care provider Inclusa.

The Community Employment department worked to fill purchase orders from The Division of Vocational Rehabilitation (DVR), with person centered job development services provided to each individual. Our Community Employment Services focused on job development and customized employment, job coaching, and employment supports to assist individuals in seeking and gaining integrated employment.

We are committed to focus on continued growth and the provision of exemplary services to support individuals in northern Wisconsin with disabilities living and working in their communities to the fullest extent possible. A special thank you to all who support Headwaters, Inc. and our mission. We are supported by our dedicated staff, the Catholic Charities Bureau, the Headwaters Inc. and Headwaters Foundation board members, community partners, and many donors!



"It is an honor to live in Rhinelander and to serve as the director at Headwaters, Inc."

Maureen Parkes

Board of Directors

Headwaters, Inc.

- Nick Cirilli - President
- Benjamin Opsal - Vice President
- Gary Valley - Secretary/Treasurer
- Krystal Fochs - Director
- Blurette Puchner - Director
- Gail Losch Strid - Director

Headwaters Foundation

- Kasha Herrmann Flanders - President
- Steven Agnoli - Vice President
- Karla Jackson - Secretary
- Nick Cirilli - Director
- Jeffrey Cummings - Director
- Michael Debay - Director
- Benjamin Opsal - Director
- Maureen Parkes - Director
- Alan Rock - Director



Day Services

- 39 individuals participated in skill building activities in the communities of Vilas, Forest, and Oneida counties.
- Participants volunteered at several community organizations including the Rhinelander Food Pantry, Camp American Legion, NATH-Frederick Place, The Salvation Army and at the Rhinelander Community Closet located in the Rhinelander Trinity Church.
- Toured local businesses to learn about employment opportunities, and utilized the YMCA, Hodag Dome and our community garden plot at Nicolet College for Health and Wellness activities.
- Students participated and piloted our new summer FOCUS Plus program for transition age youth. This program addresses skills in areas of Employment and Independent Living.
- 7 individuals participated in the post-secondary Jump!Start program at Nicolet College. These participants gained essential skills needed to become successful employees.

We met Melinda in October of 2021. She was new to the area and looking to make connections and build relationships in her community. In just over a year, Melinda has become an active volunteer at the Rhinelander Food Pantry and Community Closet. She has enrolled in the Jump!Start Program at Nicolet College to further support her independence. Melinda moved into her own apartment and is practicing being a strong self-advocate. She is ready to begin exploring her employment options.

"I have been learning a lot of new stuff and making many new friends here." - Melinda M



Melinda M.

Work Services

- In the production area, participants took pride in learning important job skills. This gave them confidence to work towards their goal of getting a job in the community.
- All participants in the production area participated in WIOA Career Counseling. The Workforce Innovation Opportunity Act provides career services for adults and dislocated workers.
- A variety of jobs were practiced including packaging, labeling, assembling, sorting, shredding, working as a team and working individually.
- Participants in our production area shredded 116,562 pounds of confidential documents.
- Participants also packaged 9,095 bags of feathers for Trueflight.
- Our new partnership with Hahn Printing provided us with 3 new monthly jobs.
- We continued our partnership with the National Guard Armory in Rhinelander providing janitorial services weekly, and we assembled 1000 buttons for Polish Heritage Days in the summer.

Holly has been coming to Headwaters, Inc. for 23 years. She is very enthusiastic and willing to learn new jobs.

She is dependable and sets a good example for her coworkers. Holly enjoys doing different jobs in the work area and takes pride in her work. Holly is a helper in the work area and notices when jobs need to be done and what supplies are needed. Holly was asked what her favorite job in the work area was and she replied "Chips, Team Chips!"



Holly R.

Summer Lawn Care

- This summer Headwaters, Inc. staff and participants took care of 6 waysides, 2 boat landings, 5 WI Valley Improvement sites and 2 additional lawn care sites.
- 9 Participants were employed in the Rest Area Maintenance program this summer.
- Participants acquired new skills and cleaning techniques at the different rest areas. After painting all the picnic tables, fence posts and bathrooms, they could see the results and were very proud of their hard work.
- Participants learned how to use push mowers, weed eaters, riding lawn mowers, backpack blowers and how to set up the trailers.

Alex has worked at Headwaters, Inc. for 17 years, and has worked a variety of jobs. He is one of our Rest Area Maintenance crew. He loves working outside mowing grass and weeding the area. He enjoys painting and keeping the waysides looking great. Alex is very sociable and takes pride in his work. He is very helpful and enjoys the company of his supervisor and coworkers. He also enjoys group projects at the Waysides and working independently.



Alex B.

Employment Services

- Over 30 employment experiences were completed.
- At least 7 individuals obtained gainful employment in the community.
- Twelve different employment industries were explored - including childcare, welding/fabrication, and wood working.
- More than 600 hours of on-the-job supports were provided to individuals.
- Over 80% of individuals who got a job in 2022 are now fully independent on the job site.
- High school students from 5 different school districts were supported with work and career opportunities.
- Job development services were provided to people in over ten cities, covering an area of over 1000 square miles.
- Employment services were provided to at least seventy-two different individuals.
- Twenty-nine of the job seekers who received services were between 14 and 21 years of age.
- Worked with over 100 different businesses to craft current and future employment experiences.

Alan has been working at Pick n' Save in Eagle River for over 5 years, and after some support from Headwaters, Inc. Alan is now working entirely independently at his job. Whether he's diligently gathering cardboard or lying on the floor to reach the far-back items on the bottom shelf, the dedication that Alan brings to his work is far from questionable. Moreover, Alan's laid-back demeanor and charming attitude have made him an esteemed part of his local community. So, if you're ever walking through the Eagle River Pick n' Save and see a set of shelves that look perfectly neat, chances are good that Alan just finished making the rounds.



Alan V.

Supported Living Services

- Provided Supported Homecare Services to 15 individuals, Community Supported Living to 3 individuals, and Residential Home Services to 1 individual for 24/7 care.
- Instructed and practiced different skills including interpersonal skills, safety, personal hygiene, cooking, daily living, and community connecting skills with participants in the program.
- Worked on over 8 referrals for housing counseling to individuals looking for safe and available housing in the tri county area.
 - Identify and locate available housing along with preferences of type of housing and its location.
 - Identify financial resources, affordability, and availability.
- Trained staff on the Wisconsin Department of Health Services required EVV (Electronic Visit Verification) software to prepare for the hard launch date of May 1, 2023.

When we met Mona in 2021, Headwaters, Inc. had the pleasure of helping her get reacquainted with living on her own in an apartment. We began the process by providing support to Mona 24/7. Through her self-determination, hard work and advocacy skills, Mona has proven herself to be very successful and independent. She now receives minimal weekly support with shopping, appointments, and running errands.

"I'm so happy here in my own place with my dog Ginger. Headwaters staff have been just wonderful!" - Ramona R



Ramona R.

Ashland Area Services

- Hired a new Full Time Manager and 2 additional part time staff to help build capacity and grow our services in Ashland and surrounding areas.
- Provided Community Based Day Services and Supported Employment services to 15 individuals.
- Community Based Day Services utilized the Bretting Community Center for a variety of athletic and social programs including pool, air hockey, basketball, and volleyball.
- Participants go to the Chequamegon Humane Association weekly to visit and socialize with the shelter's animals.
- Worked closely with the Department of Vocational Rehabilitation to provide specialized employment services to 5 individuals and transition service to 2 students.

Kyle has been a participant of Headwaters, Inc. for many years. Kyle works at the local convenience store one day a week and enjoys his job greatly. At his job, Kyle cleans and helps the staff with other tasks as time allows. With the help of a job coach, Kyle has remained employed and brought smiles to many customers at his job. Kyle also enjoys playing pool, air hockey, walking, watching movies and socializing.



Kyle L.

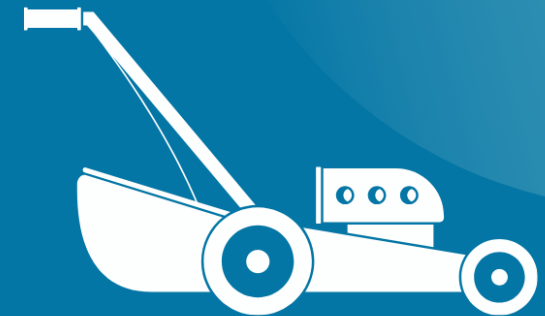
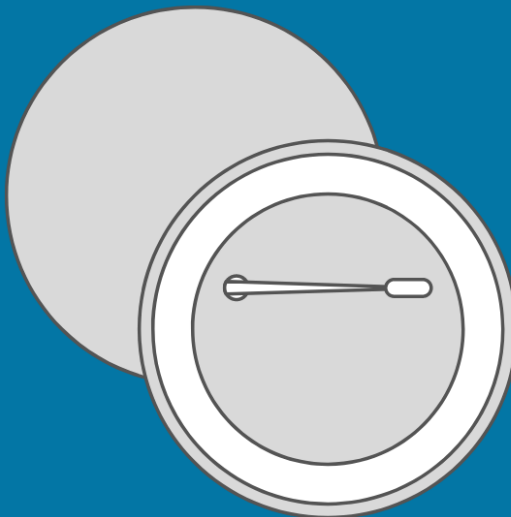
Other Services

Confidential Shredding Services for Businesses

Headwaters, Inc provides your business with a locked shredding bin. Full bins can be scheduled to be picked up weekly, bi-weekly, monthly or on an on-call basis.

Confidential Walk - In Shredding services

Tuesday's and Thursday's 9:00am - 1:00pm



Badge/Button making
for your group events

For more information on these services please contact our Production Manager, Becky Wilson.
bwilson@headwatersinc.org

WALK-IN PAPER SHREDDING

TUESDAYS AND THURSDAYS

9:00 AM - 1:00 PM

Please bring shredding items in a bag or cardboard box

Pull around to **DOOR #7** for assistance

CONFIDENTIAL SHREDDING IS \$0.50/LB

We accept Cash or Check

For more information, please call Headwaters, Inc. at 715-369-1337 (ext 1241)



HEADWATERS, INC.
1441 East Timber Drive
Rhinelander, WI 54501



Headwaters, Inc. requires continued support from donations. Please consider giving to our great people and programs! Your gift to Headwaters, Inc. will help support our programs for people with disabilities and ensure long term security for the organization. Headwaters, Inc. is a tax deductible 501(C)(3) Charitable Organization.

I would like to become a :

- ☐ **Bronze Donor \$200** ☐ **Silver Donor \$ 300** ☐ **Gold Donor \$500** ☐ **Platinum Donor \$1000**
- ☐ **Other: \$_____** ☐ Yes, I would like to be recognized on social media and in newsletters.
- ☐ No, I would not like to be recognized on social media and in newsletters.

My Information:

Name: _____

Address: _____

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Thank you for your support, it is appreciated by all!



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