

Annual Report

2023



Headwaters, Inc.
EMPOWERING LIVES

Empowering Lives and Helping
People for over 50 Years!

Affiliate of Catholic Charities Bureau, Diocese of Superior, WI

About Headwaters, Inc.

A not-for-profit community-based services agency with over 50 years of experience providing services for people with intellectual disabilities, autism spectrum disorders, serious and persistent mental illness, brain injuries, and physical disabilities 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 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.



A Message from our Director

Dear Friends of Headwaters, Inc.:

I am honored to share with you the Headwaters, Inc. Annual Report for 2023. The Headwaters team continues to work with a 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” and we are happy to share some of the highlights from 2023.

Headwaters served 70 individuals in Day Service and Prevocational Programs in 2023, including 15 new participants. Headwaters Day Service Programs include 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. The Work Services/Prevocational Program offers 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 contracts with local area businesses for jobs including shredding, packaging, assembly, collating/mailling, quality control, and janitorial. Additionally, we have rest area maintenance contracts with the state and started a new lawn care business this past summer! The Supported Living Program provides services to assist individuals to live independently in the community, ranging from 24/7 assistance to daily or weekly drop-in. The program supported 17 participants and provided housing services to individuals needing assistance to find and secure housing in the Northwoods. Headwaters Community Employment Program works to fill purchase orders from The Division of Vocational Rehabilitation (DVR), with person centered job development services provided to each individual. In 2023, Community Employment services were provided to 90 plus individuals that included high school students from 5 different school districts with services focused on job development and customized employment, and job coaching, and employment supports to assist individuals in seeking and gaining integrated employment.

We are extremely appreciative of all who support Headwaters, Inc. Through the generosity of donors, we have been able begin a much-needed building renovation in our Day Services Program, replace participant chairs and tables, purchase and implement skill building curriculum, and purchase adaptive equipment for participants who require modifications for mobility, communication, and accessibility.

We continue to focus on 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! We are truly humbled by your support.

Warm Regards,



Maureen Parkes
Director



“It is such an honor to work with our participants towards their goals of independence, with an amazing team dedicated to helping them reach those goals! - Maureen Parkes”

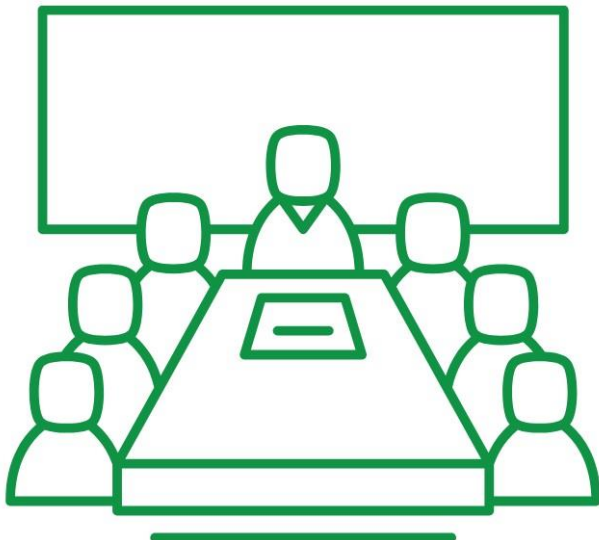
Board of Directors

Headwaters, Inc.

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

Headwaters Foundation

- Steven Agnoli - President
- Barbara Newman - Vice President
- Michael Carlson - Secretary Treasurer
- Jeffrey Cummings - Director
- Michael Debay - Director
- Benjamin Opsal - Director
- Maureen Parkes - Director
- Alan Rock - Director



DAY SERVICES

- 48 individuals participated in skill building activities and instruction in areas of budgeting, soft skills training, job readiness, and strategies for anger management in Headwaters Day Services program.
- Headwaters FOCUS Plus summer transition program, served students from Crandon, Lakeland Union and Rhinelander high schools. Headwaters also provided educational coaching services to students in their post-secondary education in the Jump!Start program at Nicolet Technical College.
- New community-based outings in 2023 took place at Nokomis Cranberry Marsh, Leigh Yawkey Woodson Art Museum, and North Lakeland Discovery Center. We also toured Trigs, Goodwill, the Rhinelander Post Office and WJFW Channel 12 News Station.
- 2023 Appeal funds were used to purchase adaptive equipment, including two power lift chairs, adjustable tables, a new changing table, and a Smart Board to promote engagement in curriculum and activities.

Michelle (Shelly) has been attending Headwaters for 6 years. She participates in our Community Based Day Service Program one day a week to help build her independent living and interpersonal skills. Michelle enjoys going to the YMCA and Hodag Dome, visiting area libraries and socializing with her friends. She especially likes volunteering with our Community Closet, she has a great sense of fashion!

Michelle participated in the Jump!Start program at Nicolet College exploring various employment options and acquiring skills for employment. Through Headwaters job training, she learned the skills necessary to secure employment at both McDonald's and Kwik Trip, maintaining employment for 7 years and 3 years, respectively.

In her spare time, she loves listening to music and is involved in Special Olympics basketball, swimming and bowling.



Without Headwaters, Michelle would not have been able to learn the skills to secure employment. - Meg Gauger

WORK SERVICES

- Participants in our production area shredded 88,554 pounds of confidential documents.
- Participants packaged 5021 bags of feathers for True Flight and made 1,000 custom buttons for Polish Heritage Days.
- Our partnership with Hahn Printing gave participants the opportunity to do different assembly jobs that they looked forward to doing monthly.
- Headwaters continues to provide weekly janitorial services for the National Guard Armory in Rhinelander.
- Work Services emphasizes job readiness skills to promote goal attainment and community employment.
- All Participants in the Work Services production area participated in WIOA career counseling. The Workforce Innovation Opportunity Act provides career services for adults and dislocated workers.
- Participants in the Work Services production area have individual work goals that they work towards with the ultimate goal of working in the community.



Headwaters purchased a new shredding truck in 2023 to assist with our shredding pick up service.



Heather takes great pride in her work, especially her janitorial jobs. Her attention to detail leaves surfaces sparkling clean! - Kari S

Heather celebrated her 35th year at Headwaters Inc. in 2023. She is always willing to help with any job offered to her. Heather is very sociable, outgoing and is always working with a smile on her face. She knows how to set up all the jobs in the work area, knowing what supplies are needed to start those jobs. She enjoys cleaning and working outside on the Headwaters Lawn crew and Rest Area Maintenance program in the summertime. She also does janitorial work weekly at the Rhinelander Armory and Headwaters building. She loves attending and dressing up for the Headwaters Halloween and Christmas parties. Heather is an amazing asset to our Work Services program.



WORK SERVICES COMMUNITY TOURS

- Participants in Work Services had the opportunity to tour area businesses to see how they operate and talk about how the employees work together as a team.
- Ponsse North America Inc. - Ponsse is one of Headwaters shredding customers and we were able to tour their facility and see a different type of production area compared to Headwaters. Our participants were able to sit in their large equipment.
- IROW - We have been partnered with IROW for 6 years. IROW is a large recycling center, and our participants were very excited to tour their facility. We learned about all the different types of recycling they offer. They also do paper shredding on a much larger scale than we do. Headwaters uses their services to pick up the completed shredding from our production area.
- Hahn Printing - We toured Hahn printing in 2023, we were very excited to see all the different jobs that they do and their different laser printers and book binding machines.
- Rhinelander Fire Department - Our participants really enjoyed being able to sit in the fire trucks and see all the different fire safety equipment they have. Our participants were able to see that working together as a team is essential at the fire department.



**Thank you for allowing
some of our
production crew to
tour your facilities!**

SUMMER & FALL LAWN CARE

- May 2023 - October 2023 Headwaters staff and participants provided ground maintenance for the Wisconsin DNR, Wisconsin Valley Improvement, Wisconsin DOT of Rhinelander and the Sign Shop.
- Headwaters also provided Rest Area Maintenance at 6 waysides in Forest, Oneida, and Vilas counties.
- 10 participants were employed in the Rest Area Maintenance program this summer.
- Headwaters started a separate lawn maintenance program in the summer maintaining 4 apartment complexes. The participants raked, mowed, and removed weeds from the grounds during the summer and provided a grounds cleanup in the fall.



Headwaters Inc. was able to purchase 2 new vehicles and a trailer for the Rest Area Maintenance season.

EMPLOYMENT SERVICES

- Over 24 employment experiences were completed.
- At least 13 individuals obtained gainful employment in the community.
- Different employment industries were explored - including education, nursing, rehabilitation, health and beauty.
- More than 1200 hours on-the-job supports were provided to individuals.
- 80% of individuals who got a job in 2023 are now fully independent on the job site.
- Headwaters continues to work with 5 school districts to support high school students with work and career opportunities.
- Over 1,000 square miles were covered to provide job development opportunities in ten different cities.
- Employment services were provided to at least 95 different individuals.
- 29 of the job seekers who received services were between 14-21 years of age.
- Collaborated with over 100 different businesses to work on our current and future employment experiences for individuals we serve.



Andy has been working at Milestone Senior Living for about two (2) years as a dishwasher. It's Andy's job to make sure that the floors are clean, the shelves are stocked, the silverware gets rolled, and all the dishes are spotless. The pride that Andy takes in his work is clear once he gets into his groove and he's always eager to get more dishes to wash. One of Andy's favorite parts of his job comes on Thursday afternoons when the Milestone residents gather for their weekly ice cream social event. It's the time of day where Andy gets to share the delights of a bowl of ice cream with the residents and is a sweet way to end his workweek.

Andy says that his favorite part of working is "Rolling the Silverware!"

SUPPORTED LIVING SERVICES

- Gained a new supported Living Supervisor in 2023.
- Headwaters Inc. provided Supported Homecare Services to 14 individuals, Community Supported Living to 2 individuals, and Residential Home Services to 1 individual 24/7 care.
- Participants gained a variety of skills which include learning interpersonal skills, housekeeping, meal preparation, grocery shopping, and personal hygiene.
- Provided housing counseling to 8 individuals looking for safe, affordable, and available housing within the 5 counties that we serve.



“

Carol Anne shows her hard work and dedication for living independently by having a place of her own she can call home.

- Alyssa Z

”

Carol Anne has been coming to Headwaters, Inc. for 21 years. When we met Carol Anne in 2002, she lived in a group home and wanted to live in her own apartment. We had the pleasure of assisting Carol Anne to live independently in her own apartment. Headwaters began the process by providing support to Carol Anne and a roommate 24/7. Through Carol Anne's self-determination, hard work, and advocacy skills, Carol Anne has proven herself to be very successful and independent. She now lives independently in her own apartment and continues to utilize a supported living coach weekly to support her with shopping, appointments, running errands, and daily living. We are so happy to work with Carol Anne on her goals to live and work in the community. Carol Anne shares her joy and success with her family, the Headwaters community, and the local community she lives in! She exemplifies courage, determination, hard work, advocacy, and the spirit of giving back.

Other Services

Confidential Shredding Services for Businesses

Headwaters, Inc can provide 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

Tuesdays, Wednesdays, and Thursdays
9:00am - 1:00pm

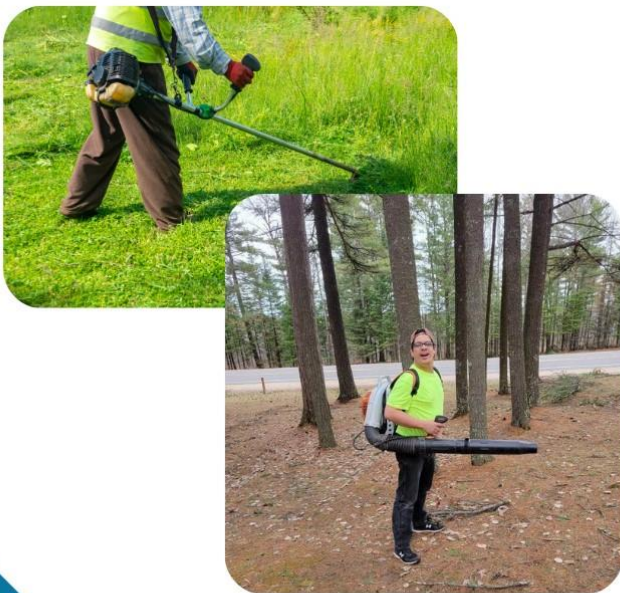


Badge or Button Making

We can place your artwork, text or logo on customized buttons/badges

Lawn Maintenance

Headwaters, Inc. has mobile work crews that can provide Business/Residential lawn care maintenance, and Janitorial Services



For more information on the services that we provide please contact us at (715) 369-1337 or admin@headwatersinc.org

Thank You to all our Donors

Bronze

Alan and Diane Harrison
Beth Daoust Miller
Brian and Annette Selvig
Joe & Shelagh Burke
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Knights of Columbus Troop #5415 Eagle River
Knights of Columbus Council 2032
John Haug
George VON Hoffmann Foundation
Knights of Columbus State Council
Northwoods United Way

Other Appeal, Annual Report, & General Donations

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Pamela Tomlanovich
Suzanne or Joel Flory
Thomas Marion
Matthew and Rachel Flunker
Patrice and John Weinberger
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Robert and Judy Anderle
Thomas and Nanette Hoer
Thomas Delaney
Timothy and Kristine Mannchen
William and Mary Jane Kowieski
Barbara Sironen (In Memory of Eric Amarac)
Mark and Jacqueline Thurner
Sarah England
Theodore and Michele Kosciak

In Kind Donations

Nassco
Paul Unterfenger

Memorial Donations

In Memory of W Lougee
In Memory of R Richter
In Memory of T Nehring

In Honor Donations

In Honor of Daoust Wedding



Headwaters, Inc.
EMPOWERING LIVES

Headwaters Foundation 37th Annual Herrmann-Reeves Memorial Golf Tournament

The Headwaters Foundation provides financial support to support programs and services of Headwaters, Inc. Most of the money raised during the annual golf tournament comes from the money we collect from our sponsorships. We are extremely grateful for all of the teams that participated and the sponsors we had in 2023 for the 37th Annual Herrmann-Reeves Memorial Golf Tournament.



Brian Voss was the guest speaker at the 2023 Golf Tournament. He is an avid sports fan and enjoys hanging out with friends and working at Headwaters. Brian has participated in programming at Headwaters, Inc. for 11 years. He works in our prevocational program and says his favorite job to do is the chip job through Hahn Printing.



Headwaters Foundation 37th Annual Herrmann-Reeves Memorial Golf Tournament



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Dave Fletcher
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Northwoods Auto Techs
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Peoples State Bank
Pickeral Auto Body
Ripco Credit Union
Steve and Michelle Agnoli



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All that Glitters Brokers	Fun Factory Sweet Shoppe	Organique Salon and Spa
Bucketheads Sports Bar and Grill	Golden Harvest	Palubickis Eats and Treats
Chef Rene's	H2H Public House & Resort	Pawz and Clawz
Childs Frame Co.	Hansen Honey Farm	Pink Coyote Southwest Art and Jewlery
City Cleaners & Laundry	L & M Fleet Supply	Pomps Tires
Comfort Inn	Lake of the Torches	Porkies Bar
Crandon International Raceway	Mel's Trading Post	Quality Inn
CT's Deli	Mole Lake Casino	Rhinelanders Brewery
Dawns Lakeside Bar & Grill	Musky Shop	Sew Smart
Earth Goods	Nassco	Start Nails
Fantastic Sams	Nelson's Ace Hardware	Sunburst Tanning
Fashion Nails	No Sweat Clothing	The Morgue Coffee Co.
Forth Floral	Northern Joy/Hooked & Tagged	Tilly's Coffee House
Friendship House	Northland Clothing Co	Tom's Drawing Board
	Northwood's Harley Davidson	Walk About Paddle and Apparel

WALK-IN PAPER SHREDDING

EVERY

TUESDAY, WEDNESDAY, THURSDAY

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 only

For more information, please call Headwaters, Inc. at 715-369-1337



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: _____

City, State, Zipcode: _____

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



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Headwaters, Inc.
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Rhinelander, WI 54501
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