

Headwaters, Inc.
ANNUAL REPORT
2024



About Headwaters, Inc.

A not-for-profit community-based services agency with 56 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 happy to share several highlights in the Headwaters, Inc. Annual Report for 2024. We are celebrating 56 years of providing services to people with disabilities living and working in Northern Wisconsin. In 2024, Headwaters provided services to 165 participants through our Community-Based Day, Facility-Based Day, Community Employment, Supported Living and Work Services/Prevocational Programs, with several participants receiving services from more than 1 program.

The Day Service and Prevocational Programs served 74 individuals, including 18 new participants. Day services provided community-based day services, facility-based services, and the Focus Plus Transition Summer Program for high school students. Highlights of Day Services include accessing community resources, volunteer 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 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/ mailing, quality control, and janitorial. We have rest area maintenance contracts with the state and a lawn care business.

The Supported Living Program provided services to assist individuals to live independently in the community. that ranged from 24/7 assistance to daily or weekly drop-ins. We supported 30 participants living in the communities of Rhinelander, Tomahawk, Crandon, and Woodruff. The program also provided housing services to individuals needing assistance to find and secure housing in the Northwoods.

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. Community Employment services were provided to 56 individuals from 10 different cities. Our services focused on job development and customized employment, and job coaching and employment supports to assist individuals in seeking and gaining integrated employment. We were blessed to complete a much-needed renovation in our 'Day Services Program' that included widening of the entry way and pass way hallways for accessibility and in December we started a renovation in our 'Commons Area'. Additionally, we were able to resurface the parking lot and replace our sign with a new digital sign. We will continue to renovate our building over the next several years with emphasis on accessibility, safety, durability, and sustainability.

The team continues to work to fulfill 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". We are very thankful 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!

Warm Regards,



Maureen Parkes
Director



Board of Directors

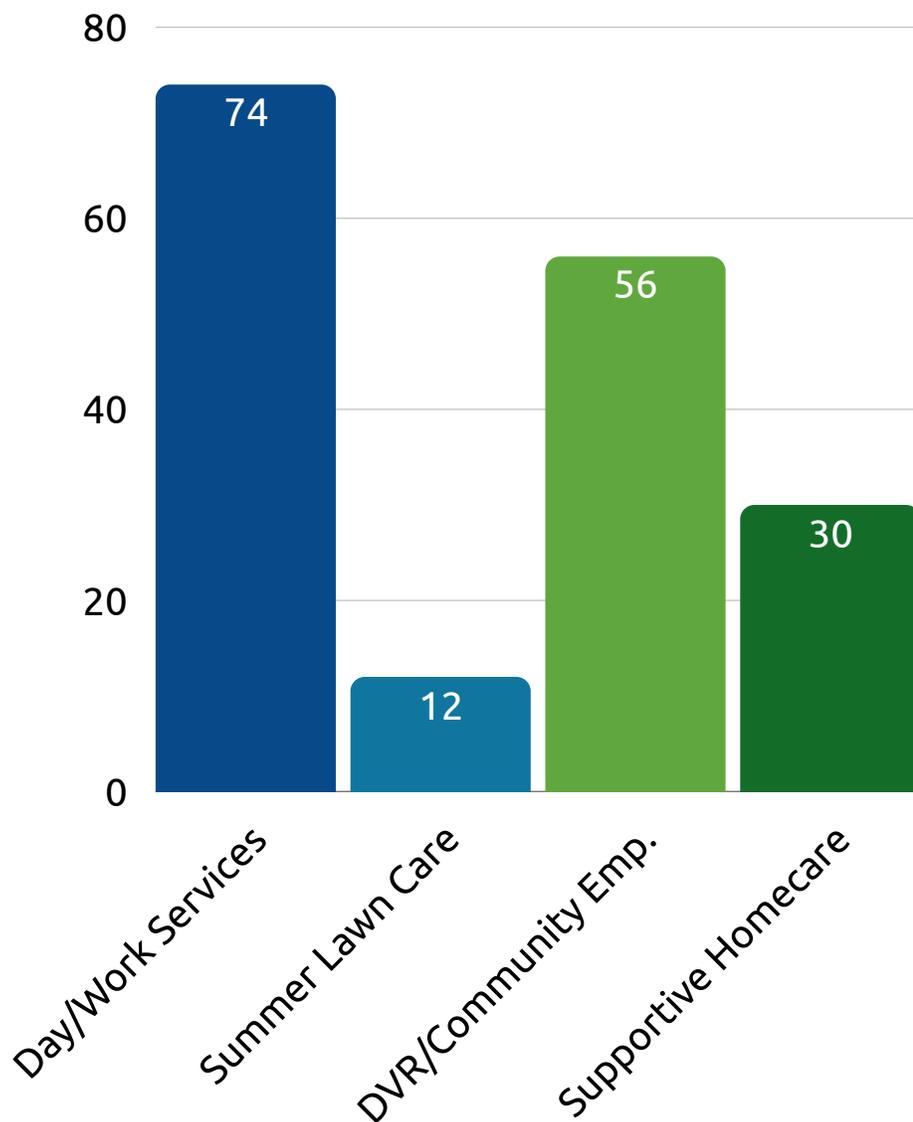
Headwaters, Inc.

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- Gail Losch Strid - Vice President
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Headwaters Foundation

- Steven Agnoli - President
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- Benjamin Opsal - Director
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2024 Participants in Headwaters Services



DAY SERVICES



- 46 Individuals participated in Community Based Day Services
- 11 Individuals participated in Facility Based Day Services
- 40 individuals participated in Life Centered Education (LCE) curriculum and activities in the areas of Daily Living Skills, Self Determination and Interpersonal Skills, and Employment Skills. The LCE curriculum, along with six touchscreen chrome books were purchased with grant funding received from The Rhinelander Community Foundation.
- Headwaters FOCUS Plus Transition Program served a total of 8 students from Crandon, Lakeland Union, Rhinelander and Northern Pines High Schools.

- Volunteer opportunities in 2024 included The Rhinelander Food Pantry, Salvation Army Bell Ringing, The Community Closet, Camp American Legion, Adopt a Highway, Patriot Day National Day of Service and the Oneida County Animal Shelter.
- 25 individuals participated in the MAC (Music, Art, and Culture) Club. MAC activities included reading play scripts, Open Mic opportunities, visits to Land O Lakes Art Association, Monk Botanical Gardens in Wausau, Three Lakes Center for the Arts, The Kovac Planetarium, and Nicolet College art shows. The funding for MAC Club activities was made possible by a grant from The United Way.



We met Nash in June of 2023. Nash wanted to make more connections in the community, build new friendships, and increase his independence. He joined our FOCUS Plus transition program for the past two summers. Those new friendships and connections prompted him to join our year-round Community Based Day Service Program. Nash currently attends Headwaters three days a week and enjoys many of the activities. His favorite is the MAC (Music, Art, and Culture) Club. Nash is a great singer and has performed at our Annual Christmas Party. He also likes accessing area libraries and the Hodag Dome.

WORK SERVICES

- Participants in our production area shredded **88,554** pounds of confidential documents.
- Participants packaged **5021** bags of feathers for True Flight.
- Headwaters partnered with UW-Madison College of Agriculture and Life Sciences to clean their potato pots at the end of the season. We clean 44,000 4-inch pots and 2900 flats.
- Headwaters continues to provide weekly cleaning at the Rhinelander National Guard Armory.
- Work Services works with participants on job readiness skills to promote community employment.
- All participants in the work services program participate in WIOA career counseling. The Workforce Innovation Opportunity Act provides career services for adults and dislocated workers.

SUMMER & FALL LAWN CARE

- May 2024 - October 2024 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.
- 9 participants were employed in the Rest Area Maintenance program this summer.
- Headwaters lawncare maintained 5 apartment complexes and 1 private residential property.

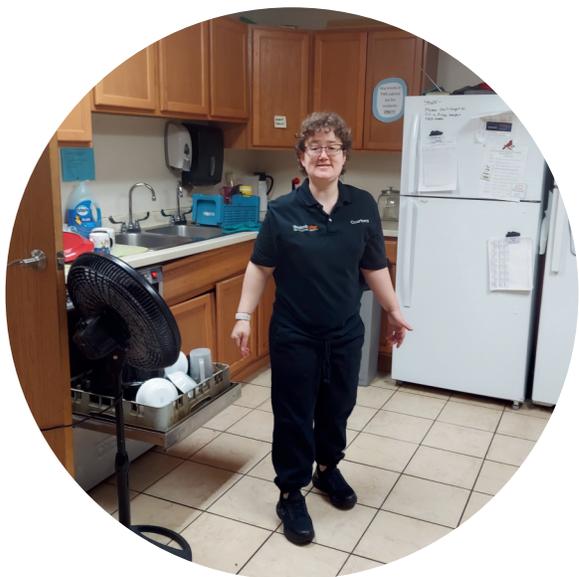


Ali has been coming to Headwaters for 2 and a half years. Ali is a joy to have in the Work area. She has a great attitude and is always willing to help with a smile on her face. Ali has learned how to do all jobs in the work area, she also works in our Lawncare program and on RAM from May through October.

Ali enjoys being with her coworkers and staff. She enjoys the Headwaters Christmas party and the football picks at Headwaters. Ali is very family, church, and friend oriented. She enjoys watching the Packers, the Brewers, the Bucks, and the Wisconsin Badgers.

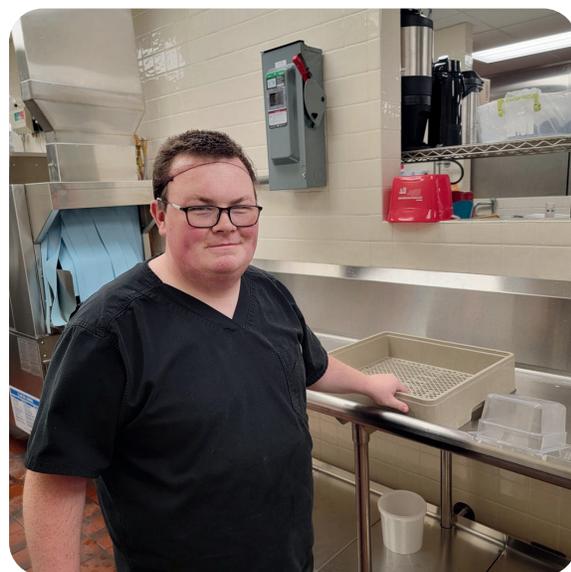
Ali quote "I just love it here!"

EMPLOYMENT SERVICES



- 10 trial employment experiences were completed.
- 18 individuals obtained employment placement in the community.
- Employment industries explored include retail, food service, hospitality, and automotive repair.
- More than 1100 hours of on-the-job support were provided to numerous individuals.
- Job development opportunities were provided over ten (10) different cities and in an area of over 1,600 square miles.
- Employment services were provided to at least 65 different individuals.
- Twenty-six (26) of the job seekers who received services were between 14 and 21 years of age.

For the past two years Trevor has been working as a dishwasher at Aspirus Rhinelander Hospital. Trevor's easy-going personality and hard-working demeanor coupled with his sense of humor and teamwork-oriented work style has made him an integral part of the kitchen team. In addition to making sure that the pots and pans, trays, and dishes are clean and sanitized, Trevor also delivers meal trays and occasionally helps to prepare some delicious desserts such as parfaits and pudding treats. Trevor works very hard and all while studying and attending classes at Nicolet College where he is currently enrolled in the Culinary Arts degree program.



SUPPORTED LIVING SERVICES

- Gained a new Supportive Living Coordinator in 2024.
- Headwaters Inc. provided Supportive Living Services to 27 individuals, Community Supported Living to 2 individuals, and Residential Home Services to 1 individual 24/7 care for a total of 30 participants in 2024.
- Participants gained a variety of skills which include learning interpersonal skills, housekeeping, personal hygiene, grocery shopping, and meal preparation.
- Provided housing counseling to 13 individuals looking for affordable, safe, and available housing within the 5 counties we serve.



Josh has been a participant in Headwaters Supportive Home Care Services for over 3 years. When Josh first started with Headwaters, he needed assistance with household cleaning and laundry, meal preparation, shopping, and finances. Josh says he did not like cooking or preparing meals. With the support and assistance of Headwaters care coaches, Josh learned to prepare meals and cook them. He now has a notebook that he keeps for recipes he finds from Facebook and wants to try. Josh receives high praises for the dishes that he cooks and shares with friends and his church group. He also has taken an interest in grilling in the summer. He enjoys shopping with his care coaches and comparing prices and quality of ingredients for his meals. He lives independently in his own apartment and continues to utilize a supportive living coach weekly for shopping, running errands and household cleaning. Josh is outgoing and friendly. He works at Taco Bell and is celebrating 13 years with them this year. Headwaters is happy to be a part of Josh's journey to independently live and work in the community.



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

Monday - Thursday 9:00am - 3:00pm



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

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In Honor Donations

In Memory of B Miksche
In Memory of D Peterson
In Memory of H Reuter
In Memory of S Sherman



Headwaters, Inc.
EMPOWERING LIVES

Headwaters Foundation 38th Annual Herrmann-Reeves Memorial Golf Tournament

The Headwaters Foundation provides support to the programs and services of Headwaters, Inc. Most of the money raised from the tournament comes from our sponsorships. We are extremely grateful for all the teams and sponsors that participated and contributed to the 38th Annual Herrmann-Reeves Memorial Golf Tournament. The tournament was a success, generating revenue of just over \$20,000 and exceeding our 2023 revenue by \$6,800.



Tyler Clausen was the guest speaker and singer at the 2024 golf tournament. He also participated in the golf tournament on a team with his high school golf coach. Tyler accurately describes himself as quiet but kind, learned, cultured, inquisitive, having eclectic taste, and appreciative of what he has. His hobbies are music, art, golf, swimming, biking, baking and reading. Tyler attends our Prevocational and Community Programs and says he enjoys going to different places and having a variety of experiences in the community the most. His favorite day trip was to 'Bond Falls'. Tyler is grateful for the friends he works with in the Prevocational Program and identified being part of the 'Armory Janitorial Crew' as his favorite work experience.



Headwaters Foundation 38th Annual Herrmann-Reevs Memorial Golf Tournament

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Event

The Kuehn Family

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The Kuehn Family
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YMCA of the Northwoods





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.

**Headwaters, Inc. is now accepting donations on their website:
www.headwatersinc.org**

If you chose to donate online a processing fee is deducted from your donation. To avoid any processing fees please mail a check to:

Headwaters, Inc.
1441 E Timber Dr.
Rhinelander, WI 54501



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



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