



HEADWATERS, INC.

EMPOWERING LIVES



www.headwatersinc.org

2025

ANNUAL REPORT



Catholic Charities
Bureau

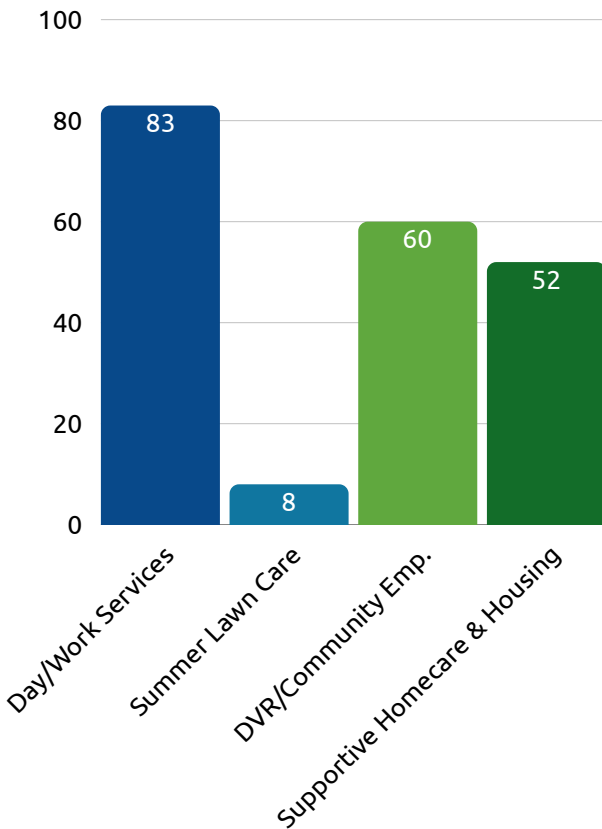
Affiliate of Catholic Charities Bureau, Diocese of Superior, WI

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.



2025 Participants in Headwaters Services



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.

Board of Directors

Headwaters, Inc.

- Benjamin Opsal - President
- Stefanie Edwards - Vice President
- Blurette Puchner - Secretary/Treasurer
- Michael Carlson - Director
- Gary Valley - Director

Headwaters Foundation

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

A Message from our Director



Dear Friends of Headwaters, Inc.:

Headwaters will be proudly celebrating 57 years of providing services to people with disabilities living and working in Northern Wisconsin. In 2025, we provided services to 172 participants through our Community/Facility-Based Day, Community Employment, Supported Living and Work/Prevocational Programs, with several participants receiving services from more than 1 program.

The Day Service Program provided services for 58 participants, with 42 participants in Community Based Day Services and 9 participants in Facility Based Day Services. Highlights in 2025 included accessing communities of Rhinelander, Three Lakes, Eagle River, Minocqua, Tomahawk, Crandon, Merrill and Antigo; social, sensory, recreation and leisure, health and wellness activities; community volunteering opportunities, elevated excursions field trips; Life Centered Education Curriculum; and Music, Art, and Culture Club (MAC) group activities. Headwaters F.O.C.U.S. Summer Transition Program supported 7 participants from Lakeland Union, Rhinelander, and Northland Pines High Schools.

The Work Services/Prevocational Program provided services to 25 participants. Highlights in 2025 included offering participants a variety of jobs on our production floor and in communities of Forest, Oneida, and Vilas counties designed to develop work skills and give participants the opportunity to earn a paycheck. Prevocational jobs developed through contracts with local area businesses include shredding, packaging, assembly, collating/mailing, quality control, and janitorial. We have rest area maintenance contracts with the state, a pot cleaning contract with the University of Wisconsin-Madison College of Agriculture, and our own lawn care and janitorial business.

The Supported Living Program provided Supported Home Care services to 27 individuals and housing assistance to 25 individuals. Highlights in 2025 included providing a range of services to assist individuals to live independently from 24/7 assistance, to daily, or weekly drop-ins in the communities of Rhinelander, Tomahawk, and Woodruff. Housing assistance was provided to participants in Rhinelander, Woodruff, Crandon, Tomahawk, Merrill, Eagle River and Lac Du Flambeau. The Community Employment department worked with 60 individuals. Highlights in 2025 included supporting individuals in seeking and maintaining employment through job development and customized employment, job coaching and employment supports, accommodation determination and advocacy support that was provided in 20 cities/towns in an area of over 2,100 square miles. We were blessed to complete our phase 2 renovation of our 'Commons Area' that included widening pass way hallways for accessibility. Headwaters received over \$24,000 from 2025 Appeal donations that were used towards flex furniture, smartboards, shelving, and a bulletin case for the commons area. Additionally, we completed a landscaping project in our courtyard and paver wall around the digital sign.

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,

A handwritten signature in black ink that reads "Maureen Parkes". The signature is written in a cursive, flowing style.

Maureen Parkes

Director

DAY SERVICES



- 42 Individuals participated in Community Based Day Services
- 9 Individuals participated in Facility Based Day Services
- United Way Funds for 2025 were used to purchase 20 Explorer Packs, filled with themed skill games and recreation activities to enhance the interests and engagement of participants in our Community Based Day Services program.
- A grant from The Rhinelander Community Foundation was used to fund our Elevated Excursions Club. The project funds the cost of special elevated field trips including bowling, minigolf, a wagon ride, and movies.

- Headwaters FOCUS Plus Transition Program served a total of 7 students from Lakeland Union, Rhinelander and Northland Pines High Schools.
- The Music, Art, and Culture (MAC) Club group members participated in a painting class at Tom's Drawing Board, attended monthly book club meetings, art shows at Nicolet College and ArtStart, and performed A Christmas Carol at our Headwaters Christmas Party.



Vincent began working with Headwaters in November 2023 with a clear goal in mind: to build the skills he needed to live independently. A quiet young man who didn't connect with typical high school experiences, Vincent started with individualized support before gradually joining Community Based Day Service groups. With encouragement from his coaches, he steadily grew more confident and engaged. He continued to develop interpersonal, independent living and self-advocacy skills. Vincent has formed meaningful friendships and found a sense of belonging in group activities. Today, Vincent is proud to be living in his own apartment. In his free time, he enjoys gaming, writing game codes and drawing.

WORK SERVICES

- Work Services provides job readiness training. Participants have goals they work towards to get a job in the community
- Participants in our production area shredded 82,288 pounds of confidential documents.
- Headwaters partnered with UW-Madison College of Agriculture and Life Sciences again in 2025 to clean their potato pots at the end of the season. We cleaned 23,811 4-inch pots and 1587 flats.
- Headwaters continues to provide weekly cleaning at the Rhinelander National Guard Armory.
- 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.
- Headwaters started making customized t-shirts and water bottles with logos



Jeremy has been coming to Headwaters Inc. for 21 years. Jeremy enjoys working with his friends and teasing the staff. He is a hard worker who likes to sort paper and operate the large industrial shredder. Jeremy loves the Packers, bingo, and going to his cabin in the summer. He does not like missing work or having days off. When Jeremy was asked for a quote, he said "Thank you for giving me a great place to work with great friends."



SUMMER & FALL LAWN CARE

- May 2025 - October 2025 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 & 1 Historical Marker in Forest, Oneida, and Vilas counties.
- 8 participants were employed in the Rest Area Maintenance program this summer.
- Headwaters lawncare maintained 5 apartment complexes and 2 private residential properties.



EMPLOYMENT SERVICES

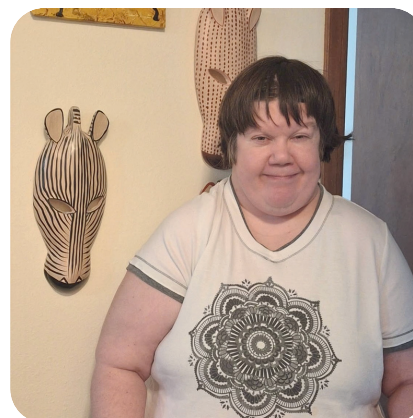
- Nine (9) trial employment experiences were completed.
- Nine (9) individuals obtained gainful employment in the community.
- Employment industries explored include hospitality, food service, retail, mechanical, and manufacturing.
- More than 475 hours of on-the-job support were provided to numerous individuals.
- Job development opportunities were provided over thirty (30) different cities and in an area of over 2,100 square miles.
- Employment services were provided to 60 different individuals.
- Twenty-three (23) of the job seekers who received services were between 14 and 21 years of age.



Brayden began his employment as a cleaner at Pawsitively Stylin' this past December. Despite the job being new, Brayden has took to his tasks quickly and with enthusiasm. His cheerful, caring personality coupled with his love for making people laugh helps him to thrive in this customer service setting. Currently, Brayden's list of duties includes vacuuming fur, dusting shelves, keeping the front entrance clean, and helping with customers (and their furry companions) as needed. His favorite part of the job is getting to interact with and entertain the animals that come to the store. Brayden's goals for the next year are to hone his skills as a cleaner and to learn about how to assist with bathing and grooming the animals that come through.

SUPPORTED LIVING SERVICES

- Headwaters Inc. provided Supportive Living Services to 31 individuals, Community Supported Living to 1 individual, and Residential Home Services to 1 individual 24/7 care for a total of 33 participants in 2025.
- Participants gained a variety of skills which include learning interpersonal skills, housekeeping, personal hygiene, grocery shopping, and meal preparation.
- Provided housing counseling to 25 individuals looking for affordable, safe, and available housing within the 5 counties we serve.



Karline has been a participant in Headwaters Supportive Home Care Services for 5 years. Karline needed assistance with meal preparation, shopping, and fitness when she first started with Headwaters. Karline and her care coach prepare a meal together once a week. Karline has gained confidence in her cooking abilities and during the rest of the week she enjoys experimenting with recipes to make them her own. She makes a "twisted coffee" with coffee, flavored tea, and creamer that tastes great. One of Karline's goals is to increase her fitness and her care coaches' fitness since they exercise with her as part of her care plan.

Karline lives independently in her own apartment. She shares her apartment with a friendly cat that she adopted from the shelter who adores her. She continues to utilize a supportive living coach weekly for shopping, running errands, and exercising. Headwaters is happy to be a part of Karline's journey to continue living independently in the community.

Thank You to all our Donors

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Bill Vancos
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Musson Brothers
Nicks Hodag Lanes
Northern Lake Service
Omelia, Schiek & Mceldowney
Scott and Jolene Opsal

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In Kind Donations

Memorial Donations

In Honor Donations

In Memory Bruckner/Karisny
In Memory of C Wiltse Class '68
In Memory of G Strid



Headwaters, Inc.
EMPOWERING LIVES

Headwaters Foundation 39th Annual Herrmann-Reeves Memorial Golf Tournament

Headwaters Foundation 39th Annual Herrmann-Reeves Memorial Golf Tournament was held on Saturday, August 2nd, 2025. This annual event filled up early, with teams eager to support our foundation and have a great time! The In-Kind donations we received from businesses in Vilas, Forest, and Oneida counties filled our raffle baskets. We were supported by friends, families, community members, and businesses who sponsored the tournament at Event, Gold, Silver, Corporate, and Hole levels. The event raised \$21,845, up \$1,145 from 2024!



Nash Zahn was the guest speaker at the 2025 tournament. He has been a participant at Headwaters for the past 2 years. Nash has many interests including reading, crossword puzzles, golf, basketball, and football. Nash likes to read novels and memoirs, and he has a collection of John Grisham books. Nash works 2 part-time jobs in the city where he lives, working in the school cafeteria during the school year and working at local resort during the summer months. Nash shared what he likes about Headwaters; "I like getting out in the community. I'm able to be myself and spend time with my friends. My parents work, so I'm able to be safe and spend time doing fun stuff". He enjoys listening to music on the bus with his friends and favorite place to go is the Three Lakes Library.



Headwaters Foundation 39th Annual Herrmann-Reevs Memorial Golf Tournament

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Event

The Kuehn Family

Gold

Catholic Charities Bureau
Computer TR
Midtown Plowing and Landscaping
Northbranch
Otto Towing & Recovery LLC

Silver

Corporate

Catholic Charities Bureau
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Hole

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In Kind Donations



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Childs Frame Co
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Golden Harvest
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Midtown Plowing and Landscaping
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Machos Mexican Bar & Grill
Nassco
Nelson's Ace Hardware
Organique Salon and Spa - Anavay
Palubicki Eats and Treats

Pawz N Clawz
Pomps Tires
Pool People
Press Express
Rhinelander Brewery
Ross Sportswear
Starbucks
The Hiker Box
Tilly's Coffee House
Trig's Smokehouse
Vital Industries
Walk About Paddle

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



Lawn Maintenance

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

Client Creations

Headwaters, Inc. can place your logo, design, or artwork on T-Shirts, Sweatshirts, Coffee Cups or Water Bottles



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



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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- 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.
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Address: _____

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



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