



# CEDAR VALLEY

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## S E R V I C E S I N C .

*Assisting each individual in the activities of work and community living.*



*Alyssa Smith, Production Supervisor in Austin took this photo on a recent family vacation in the Duluth, MN Area.*

# 2017 ANNUAL REPORT



***“It is the mission of Cedar Valley Services to assist each individual in the activities of work and community living.”***

## **Our objectives:**

- To assess the individual and determine their potential.
- Through work, training and professional contact, to provide the individual with the experience necessary to reach their potential.
- To place individuals in competitive employment, addressing choice and skills and to provide follow-up services to ensure stability in this competitive employment.
- To provide extended employment for individuals who presently lack the skills to function in competitive employment.
- To provide activities where individuals can develop their social and personal potential through meaningful activities.
- To provide supervised residential services to enable individuals to reach their full potential for community living.

## **SMART Mission Statement:**

Our mission is to provide safe, reliable, accessible and courteous public transportation services in response to the needs of our communities.

## **Board of Directors**

### **PRESIDENT:**

Steve Bowron,  
Dean for Institutional  
Advancement, Riverland  
Community College

### **VICE PRESIDENT:**

Tammy Williams, RN

### **SECRETARY:**

Carol Weis, Nursing Director,  
Mayo Health Systems

### **TREASURER:**

Glenn Moen,  
Lead System Developer,  
Federated Insurance

Ray Brueggemeier,  
Retired Bank President/CEO

Jonathon Caporale,  
Corporate Buyer, Hormel  
Foods Corporation

Cameron Davis, Attorney,  
Law Offices of Cameron Davis

Lynne Hansen, Retired  
Educator, Wells School District

Dan Hirst, Manager of Package  
Development, Hormel Foods  
Corporation

Kris Johnson, Operations  
Administrator, Mayo Clinic  
Health Systems

Mike Kruse, President,  
Church Offset Printing, Inc.

Brad Lindberg, Corporate  
Purchasing Agent, Hormel  
Foods Corporation

Robb McKay,  
Mechanical Engineer, Hormel  
Foods Corporation, Corporate  
Engineering Division

Dan J. Miller,  
Information Center Mgr.,  
Hormel Foods Corporation,  
IT Services Dept.

Heidi Venem, Horizon  
Program Supervisor, Austin  
Public Schools

## To Persons Served, Staff, and Supporters of Cedar Valley Services:

I am completing my 12th year serving as a board member of Cedar Valley Services, the past two as the board president. I have enjoyed being a part of this excellent company and the great work our staff and consumers provide for the many companies we serve in the three communities of Austin, Albert Lea, and Owatonna. It has also been a pleasure to work alongside the other volunteer board members as we provide direction and support. Each year brings challenges, opportunities, and success. I would like to take this opportunity to share some of the major highlights of 2017.

In January, we completed the first Workforce Innovations Opportunities Act (WIOA) required training with all CVS consumers on Local Training Opportunities for self-advocacy, self-determination, and peer mentoring. This is now required annually, and will be completed every January to ensure agency-wide accomplishment.

In March, the Workforce Innovations Opportunities Act (WIOA) career counseling process began at our Austin location. The act requires anyone earning less than minimum wage to receive counseling from a designated State unit. Our consumers and their guardians met with staff members from the Southeastern Minnesota Center for Independent Living (SEMCIL) for several days over a two-week period to receive counsel on employment opportunities. Consumers choosing to seek further information and support followed-up with a team meeting. This same process was then completed at our Albert Lea and Owatonna locations. In all, over 475 consumer interviews were scheduled and completed for this annual requirement.

In May the Day Training and Habilitation programs and our residential sites were inspected by the Department of Human Services for licensing which involved surveying sites, talking with staff and consumers, reviewing policies, and assessing files. For many programs it had been well over ten years since State licensors were on-site. The results were positive with comments regarding strengths that were observed, and citations being minor with only a few requiring any follow-up.

In May, our five Day Training and Habilitation programs and two residential facilities completed the Minnesota Home and Community Based Services Provider Attestations. These were required as part of the Centers for Medicare and Medicaid Services (CMS) assessment process to help determine compliance with the requirements of their March 2014 rule. Upon completing the attestations, we were pleased to report full compliance with the rule.

The Minnesota Olmstead Plan requires an annual survey of people served to determine quality of life. The Improve Group was hired to complete these surveys, and required Cedar Valley staff to facilitate informing persons selected of their option to participate, and to obtain consent. This process lasted several months as additional contacts were required to facilitate reaching feedback quota.

At the Albert Lea Division 34 workers are receiving minimum wage or above at a variety of competitive jobs throughout Freeborn County.

CVS added in 2017 a full-time IT position to help advance its direction for increased and improved technology usage and security.

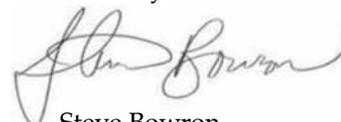
SMART continues to increase and expand bus service in Mower, Freeborn and Waseca Counties transporting over 245,000.00 people in 2017.

The success of Cedar Valley Services is in large part the result of the excellent administration, staff, and volunteers who work alongside our consumers to provide high quality service, production, and support to the partners and stakeholders benefitting from all of their effort. To continue to support the great work of the CVS staff, the administration and board makes an effort to provide a solid foundation of salary and benefits and ensure they are as competitive as possible. Leading the support was renewed staff health coverage with a 4% decrease in the premium without a reduction in benefits, but passing on the decrease to the staff. In addition staff received a 2.5% increase, along with once again raising the starting wage for direct service staff.

Our Greatest accomplishment in 2017 was our survey by the Commission on Accreditation of Rehabilitation Facilities (CARF) completed in November. Three surveyors spent three days touring sites, talking with staff, consumers, and stakeholders, reviewing policies and business practices, and examining services and documentation. The survey resulted in a successful three-year accreditation of our Community Employment Services: Employment Supports and Job Development; Employee Development Services; Employment Planning Services; and Organizational Employment Services. The Cedar Valley Services Administration, staff, consumers and board of directors should be very proud of this achievement. This affirmation of your good work and incredible impact should make you all very proud.

On behalf of the Cedar Valley Board of Directors, we thank you for your work, support, effort, partnership, and collaboration and look forward to serving you in 2018.

Sincerely,



Steve Bowron  
Board President

## To Persons Served, Staff, and Supporters of Cedar Valley Services:

As 2018 has arrived, it's time to look back to review what has been accomplished at Cedar Valley Services and what an incredible year of growth and opportunity for the persons we serve. For those of you that maybe new to Cedar Valley Services, to put it simply, our mission is to serve people with disabilities and other disadvantages in finding and keeping meaningful employment and activities. This growth has been strategic and directed by need as well as our ability to respond to innovative and genuine opportunities. Cedar Valley Services focus is to provide person centered planning for people with disabilities to determine what they would like to do, the training they may need and finding jobs that match their abilities and desires. When this mission is achieved, lives are improved, people grow and our communities become a better place to live. We have been able to provide a wider array of work and choices every day. Our employees and program participants are happiest when they are active, engaged and are working in a job they enjoy. As we move forward, we thank you for the support you provide CVS and its participants.

We are faced with new challenges with major changes in funding methodology and federal and state regulations. These changes being imposed will have significant impact on the future of Cedar Valley Services. We at Cedar Valley services will continue to gain knowledge regarding these important impending initiatives but remain optimistic and confident that our stakeholders and community partners will continue advocating for individuals receiving our services. I am very proud of the staff and program participants at CVS and I look forward to facing these challenges together.

Sincerely,



Richard R. Pavek  
Executive Director  
Cedar Valley Services Inc.



**Richard**



# Consumer Demographics

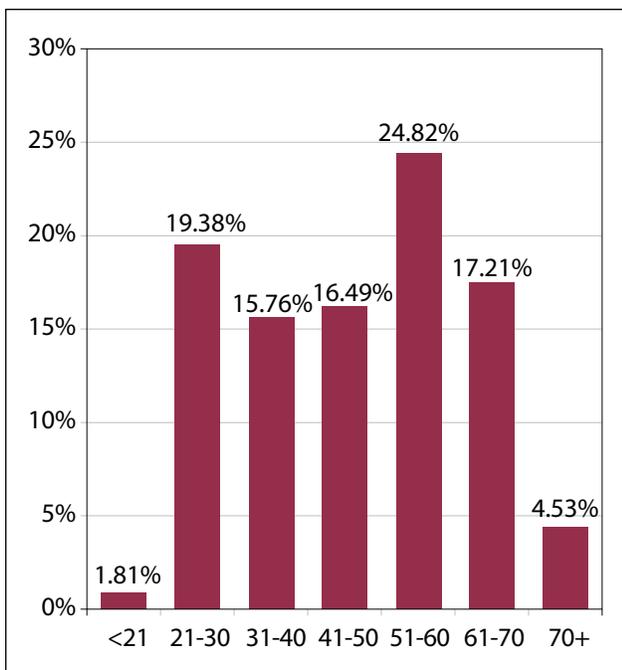
| CITY OF RESIDENCE |      |     |
|-------------------|------|-----|
| Albert Lea        | 26%  | 145 |
| Austin            | 38%  | 211 |
| Faribault         | 5%   | 24  |
| Owatonna          | 22%  | 123 |
| Other Communities | 9%   | 49  |
| Total             | 100% | 552 |

| PERSONS WITH SECONDARY DISABILITY |      |     |
|-----------------------------------|------|-----|
| Yes                               | 70%  | 387 |
| No                                | 30%  | 165 |
| Total                             | 100% | 552 |

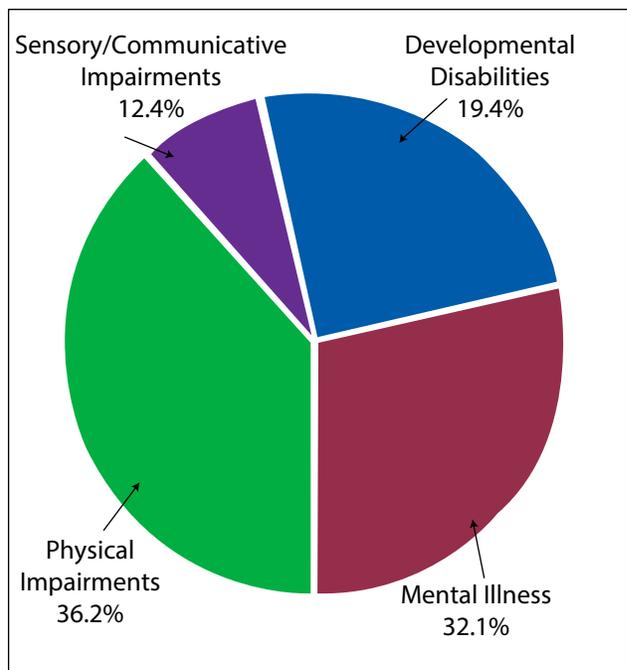
| MARITAL STATUS |      |     |
|----------------|------|-----|
| Married        | 3%   | 14  |
| Single         | 97%  | 538 |
| Total          | 100% | 552 |

| GENDER |      |     |
|--------|------|-----|
| Female | 44%  | 245 |
| Male   | 56%  | 307 |
| Total  | 100% | 552 |

CONSUMER AGE GROUPS



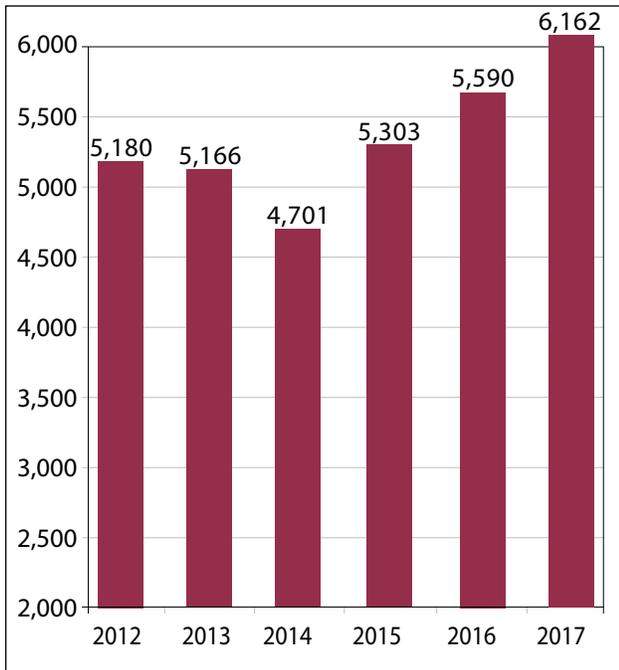
CONSUMERS PRIMARY DISABILITY GROUPS



# Facts

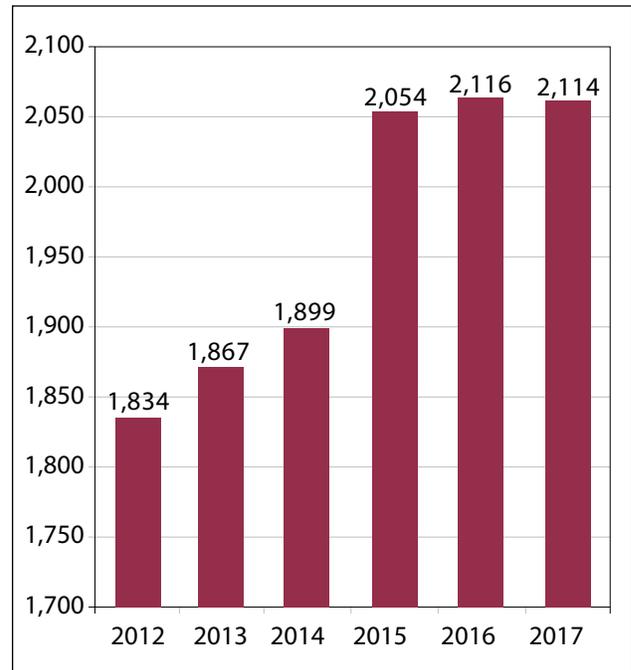
## PRODUCTION SALES REVENUE

Center-Based and Community Sales Combined  
(Thousands of Dollars)



## PRODUCTION WAGES

(Thousands of Dollars)



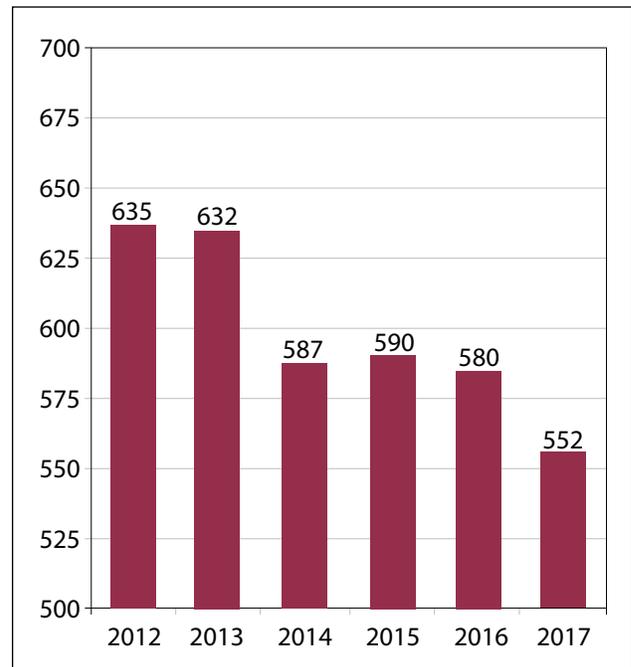
## TOTAL REVENUE

(Millions of Dollars)



## NUMBER OF PERSONS SERVED

All C.V.S. Programs



# Austin Division

## CENTER-BASED - SOPHIA GRONSETH

Sophia has been an employee with Cedar Valley since June 2015. She started working center-based as a hand packager on the production lines in the Austin MAP Department where products are repackaged into to shippers and displays. Sophia has since worked on a variety of jobs in the facility including material handling and operating a commercial paper shredder. Sophia has proven to be a determined and reliable employee and has done very well learning the variety of tasks in the MAP department. With the growth of her skill set, new opportunities have been explored with her. In the fall she began going with staff to collect paper shredding at the Mayo Clinic. She then toured at Bellisio Foods where we provide consumers with on-site support and a modified schedule. She proceeded with the preparation to work there, and started in February a couple days per week. Sophia puts a lot of effort and pride in completing her tasks and continues to improve her skills as a flexible worker. When not working, Sophia enjoys being around her friends and her horse Buttercup whenever possible.



**Sophia**



**2018 Employee Committee: Front Row (L to R): Brittnee Konken, Julie Sucha, Josh Dibble. Back Row (L to R): Richard Pavek, Roy Rolfson, Ryan Carsten, Karen Baier.**

## AUSTIN EMPLOYEE COMMITTEE

Austin Employee Committee Members were in their second year of service in 2017. At each meeting, Members were briefed by Management regarding changes taking place within Cedar Valley, how State requirements are affecting services, and about future plans and goals. Committee Members routinely provided valuable input regarding safety and general operating issues. The perspective of Committee Members often assisted Management to more fully understand the importance of many concerns. The 2016-2017 Committee Members did a fine job representing their co-workers, and their dedication to improving services at Cedar Valley was greatly appreciated.

## COMPETITIVE PLACEMENT – LEIF HUNTER

Leif began working at Cedar Valley Services in July of 1992 through the Extended Employment program. He started working Center-Based operating a tipper tie machine in the production area. Soon after starting, he was referred to the community janitorial crew. While working on the crew, Leif completed janitorial tasks at multiple businesses in the community. He was observed to have great motivation and consistency in his work performance, thus shortly after starting on the janitorial crew, Leif was competitively placed at Super Fresh Produce and Bakery where he washes dishes and completes cleaning tasks. In May of 2016, Leif received support to obtain another competitive job at Darrick's Preferred Auto in Blooming Prairie where he completes various janitorial tasks. Leif drives himself to and from his work sites, which enhances his ability for competitive work. He is very independent and is able to access the community when and where he wants. While Leif successfully maintains his two competitive jobs, he continues to supplement his income by working two days a week on the community janitorial crew. Leif is a great asset to all of his employers!



**Leif**

## FOOD SERVICE PROGRAM – AMY KVAM

Cedar Valley's Food Service Program operates at both Riverland Community College Campuses (East and West), as well as at the main Cedar Valley Services site. They serve a variety of snacks, salads, and sandwiches in addition to their daily specials. The program also does catering for special occasions. Amy is one of the employees working in the Food Service Department, having worked there for over 15 years! Amy's duties include making salads and sandwiches, portioning and packaging fruit snacks for the Day Care Centers, and helping with the cleanup and dishes. Amy states her favorite job is making cookies! Amy is very helpful and has a great attitude. She has a wonderful sense of humor and says she "loves to laugh and make others laugh too!" In her free time, Amy enjoys bowling, writing stories, doing puzzles, and spending time with family and friends. She is very active in the ARC and attends numerous events throughout the year.



**Amy**



**Julie & Aubrey**

## LAUNDRY SERVICES – JULIE SUCHA & AUBREY BIRK

The Laundry Department consists of 17 employees who work a variety of different schedules to meet customer needs. They process laundry for several area businesses including: Mayo Clinic Health Systems, The Hormel Institute, and the Hormel Corporate offices. The department is equipped with industrial size washers and dryers as well as clothing presses. This past year they washed over 500,000 pounds of linens. Julie and Aubrey are two long-term laundry workers. Julie started working with Cedar Valley back in 1993 and moved to laundry when they opened over 20 years ago! Julie can be

found five days a week either sorting the laundry early in the mornings, folding a variety of linens or picking up and delivering linens to Mayo Clinic. Julie always has a big smile on her face and she loves her job. She never hesitates to pick up a shift or volunteer to stay later if needed. Julie's work ethic, dependability and great attitude are key factors to her success and what makes her a great employee. In Julie's free time, Julie is active in the ARC and is also one of the Austin Bruins biggest fans. Aubrey started in the CVS School-To-Work Program in 1997, and was recently recognized at the annual Christmas Party for her 20 years of service. Aubrey is a hard worker that takes pride in her work. Throughout the years, she has steadily increased her speed and improved her skills. She seldom misses work and is also willing to work extra hours as needed. In her free time, Aubrey enjoys attending ARC activities, Country music, and playing games on her phone.

# Owatonna Division

## THE UNITED WAY OF STEELE COUNTY - NEW JOB OPPORTUNITY

In May 2017 a new janitorial contract was started with the United Way in Owatonna. This is an exciting new job opportunity for Cedar Valley and we are very happy to be continuing our ongoing partnership with the United Way. This job site offers a smaller setting with staff to client ratios that permit greater training opportunities. Another positive is that the job pays minimum wage to our consumers.

The crew consists of two consumers and one staff and the job duties include vacuuming, cleaning the bathroom, cleaning the kitchen area, taking out the garbage, and dusting. Several consumers have tried the new job site and have had good things to say about the environment and the job tasks. Carol Webster, one of the regulars on the crew stated, "I really like this job, I like everything that I do here. I also really like the people, they are very friendly".



United Way

## MEET HOPE

Hope Rouge started working at Cedar Valley – Owatonna in 2013. Although Hope is considered legally blind, she worked at a number of community based jobs prior to coming to CVS including janitorial work at McDonald's, a laundry position at Infinia (a Nursing Home), a volunteer position making reassurance calls to members in the community who need assistance, waiting on customers both in person and over the phone at Land to Air Shuttle in Mankato and sorting and displaying various styles of clothing at Again Thrift Shop and the Salvation Army. While at CVS Hope has had experience hanging parts at Truth Paint, facing product at Cash Wise grocery store and performing housekeeping duties at the Holiday Inn. She continues to go to the Holiday Inn and also assists at the front desk greeting people, answering phones and using the Two-way to radio CVS drivers. In addition, you may have heard her on KRFO, Owatonna's local radio station, as she broadcasts radio ads as needed. And if you remember, Hope is blind so the ads are emailed to her and she has to memorize them before she goes on the air!



Hope

Hope is a positive, confident young woman who is always interested in learning new skills. She definitely has the "can do" attitude. Way to go, Hope!

## A NEW FACE AT THE MURRAY HOME!

Joe Nemitz moved into the Murray Home last June and was welcomed by familiar faces. He was already employed in the Day Training and Habilitation Program at Cedar Valley Services, however lived out of town and needed to be transported to Owatonna every day. His parents jumped at the chance to have Joe in Owatonna, closer for them to visit him and for him to go to their homes. Joe unpacked and quickly learned the routines and comings and goings of the other guys. He likes to watch TV and listen to music. Soon after his move, Joe joined Park and Recreation and signed up for the bowling league as this is an activity he thoroughly enjoys and is very good at! We are very glad Joe is with us! Welcome Joe!



Joe



### 2018 Employee Committee:

**Front Row (L to R): Carol Webster, Michael Brennan.**

**Back Row (L to R): Deb Langer, Sarah Rhodes, Ashley Lemke, Amy Fredrickson, Dave Williams.**

## OWATONNA EMPLOYEE COMMITTEE

The Owatonna Employee Committee consists of the following consumers: Sarah Rhodes, Carol Webster, Michael Brennan, Amy Fredrickson and Ashley Lemke. They represent Extended Employment, Day Training and Habilitation and CADI Pre-Voc, in both facility and community based work.

The committee meets quarterly with Dave Williams, Division Director, and Deb Langer, Designated Manager, to discuss and give input into CVS changes, safety issues, workload changes, new job opportunities, planning parties, etc.

The Employee Committee rotates the person who will facilitate each meeting and this person conducts the meeting, allowing input from all members in a systematic manner. Minutes are kept for the meeting and are posted on the bulletin board to share with all consumers, along with copies being sent to the Austin Division for their records. The group provides input for the Staff Training Plan each year, reviews the Annual Report and Outcomes Management information and attends and are recognized at the Annual meeting at the Austin Division in April. The purpose of this group is to enhance communication between management to consumers (and vice versa) and allow a networking for input from various areas of employment at CVS.

# Albert Lea Division

Cedar Valley Services - Albert Lea has been very fortunate working with the various businesses in the City of Albert Lea. One of our long time in-house partnerships was noticing extra demand from their customers and approached CVS in October 2017 to gain some knowledge on an Enclave service.

On October 23rd 2017 we were able to get started working at Interstate Molding & Manufacturing Inc. With this new partnership we have 2 consumers working in their facility alongside one staff Monday through Friday. The move to their location has been working out very well to date, the consumers are able to focus on IMM work, and have produced roughly 60% more finished product than what was able to be completed in house.



**Community Worksite**

As recently discussed the services with IMM's President Jon Klapperick, he shared; "We are very happy with the partnership, it is a much smoother operation keeping the jobs in-house. We no longer have to run back and forth collecting finished products and delivering raw items on a daily/weekly basis. Bottom line, it is like the "hear no evil, see no evil" saying, it works flawless enough that I am now having to be less involved and I know our product is getting completed keeping our customers happy" Cedar Valley has the ability to rotate the consumers who work on their site on a daily basis. This offers additional opportunity for consumers looking to work in the community. Our consumers are pleased to be there knowing they are working at a facility that appreciates all they can do.



**David**

## DAVID HENDRICKSON – FACILITY BASED WORK

David Hendrickson started working in the Extended Employment program with Cedar Valley in August of 1989. David worked a variety of jobs that included the Janitorial Night and AM crews, Lou Rich, Bridon-Cordage, and Mower County Recycling. In August of 2015, David transitioned into the DTH program and found his niche at the Myers Road facility, breaking cardboard. He knows his job well and is one of the fastest on the line. David is a happy-go-lucky guy and can make anyone laugh with his unique, quirky phrases. David is also well known for his opera style "Happy Birthday" songs. Although David loves being at work, he also enjoys going out to eat, bowling, and spending time with his family.

## ALBERT LEA – WAIVER SERVICES - CHAD PHELPS

Chad Phelps has been an employee at Cedar Valley Services since March of 1997. Chad just received his 20 year recognition in December 2017. Chad has worked on a variety of jobs throughout the years at Cedar Valley Services-Myers Rd. In the past year Chad has been working on: breaking apart different sizes of cardboard, shredding paper, weighing parts, sealing bags and assembling springs. Chad's favorite job over the years has been the Streater nuts and bolts job. Also, last summer Chad helped some in our laundry area at the Myers Rd site.

Chad takes a lot of pride in completing any job task and demonstrates great work skills. Chad has been a very reliable and a helpful employee at Cedar Valley Services. Chad also continues to improve his skills and he is making progress in meeting his vocational outcomes. Besides work Chad also enjoys: going to dances, watching TV, mowing lawn, going on his iPad and spending time with family and friends.



**Chad**

## RIVERLAND COMMUNITY COLLEGE – FOOD SERVICE PROGRAM - SUSAN GULBERTSON

Cedar Valley Services started working with Susan Gulbertson in 2008. Previously, Susan had experience working at the Skyline Mall cafeteria washing dishes, at Hardee's, Burger King and Hudson Foods. When she started with CVS, we quickly learned that she was responsible and took her jobs seriously. Susan worked with pride. Susan fell one day while she was at home. For the next several years, Susan underwent surgeries on her knees and feet. Arthritis also set in and crippled Susan up so much that she needed to have a job sitting down with a limited work schedule. Susan worked in the shop for several years after that until recently. Now, she is in a place where she isn't hurting as much and has increased her hours of work. Recently Susan started working at Food Service out at Riverland and really enjoys cooking, cleaning tables and working the dishwasher. She is a huge asset and a value to the crew. Her supervisor stated "Susan is very willing to help out where needed and she does a great job. We are thrilled to have her on board!"



**Susan**



**2018 Employee Committee:  
Front Row (L to R): Susan Gulbertson,  
David Kuethe and Kent Worrell**

## ALBERT LEA EMPLOYEE COMMITTEE

Susan Gulbertson, David Kuethe, and Kent Worrell are the committee members of the Employee Committee in Albert Lea. The committee meets quarterly with Designated Coordinators.

The committee members discuss related safety topics such as making sure others are watching out for forklift traffic, watching where people are walking, and being aware of their surroundings. The committee members take pride in safety, and are always coming up with ideas on how to make Cedar Valley a safer place to work as well as the community jobs sites, too. The committee members also talk about various activities that are happening among Cedar Valley. The members have great input on how we can improve various events such as our picnic and Christmas parties. They have also gave some ideas on different activities that can be offered at the events as well.

The committee members are also involved in community activities such as ARC and the AKTION club and like to talk about what events are going on in the community as well and what role they play and how to get more people involved. They also talk about transportation and the ability to use SMART for transportation services among the Albert Lea community that all can take to help their involvement in the community.

The committee members are great leaders and lead the way to safety and knowledge their peers and co-workers of all the discussion that takes place among the committee members.

## SENIOR SERVICES - ALBERT LEA

This service has continued to grow and is expected to continue to grow as our older population increases. We currently have 20 consumers that participate in the program from both the Alpha and Myers Road sites. The program is based out of the Senior Center (Monday, Wednesday and Friday) and St. John's Lutheran Community (Tuesday and Thursday). The majority of the consumers work at CVS part of the day and attend seniors another part. We have a few consumers that only participate in the seniors program as they are retired from Cedar Valley but wanted to stay involved. The program is supervised by two staff from the Alpha and Myers Rd sites.

The activities are social and leisure and mainly take place in town, at the Senior Center or St. Johns. Favorite activities are attending Bingo at the Senior Center and going for coffee at a variety of places throughout the town. The group has participated in bowling once a month, made numerous craft projects and baked some goodies.

## SOUTHERN MINNESOTA AREA RURAL TRANSIT (SMART)

2017 continued to show a great deal of growth for SMART Transit both in staffing and passengers served. We were ecstatic to have another record breaking year with passenger growth exceeding 11% between our 4 communities. This growth was primarily due to increased service hours on our Albert Lea Route and Demand Response service, an additional bus in Owatonna to assist with peak service hour demands, and an additional bus for our preschool service in Austin on the Rainbow Route.

Passenger demand for services continues to grow and we regularly see new faces on our buses. Public transportation allows individuals to remain independent and self-sufficient and our entire team at SMART Transit is extremely proud of the work that

we do. Community response to SMART Transit has been extremely positive and we regularly hear stories about the incredible ways we have helped improve people's lives.

During 2018 we will continue to simplify and streamline our processes and procedures, work toward increased ridership and helping more people, and continue to reach out to the public in an effort to educate people in our communities about the services we offer and our ability to help.



### At a Glance:

| 2017             |         |
|------------------|---------|
| Passengers       | 249,147 |
| Hours of Service | 57,334  |
| Miles Driven     | 636,359 |

| 2015             |         |
|------------------|---------|
| Passengers       | 186,698 |
| Hours of Service | 37,330  |
| Miles Driven     | 490,171 |

| 2016             |         |
|------------------|---------|
| Passengers       | 223,375 |
| Hours of Service | 49,636  |
| Miles Driven     | 560,881 |

| 2014             |         |
|------------------|---------|
| Passengers       | 161,009 |
| Hours of Service | 36,612  |
| Miles Driven     | 478,658 |

# Statement of Financial Position

DECEMBER 31, 2017 AND 2016

|   | 2017                 | 2016                 |
|---|----------------------|----------------------|
| <b>ASSETS</b>                                       |                      |                      |
| <b>Current Assets</b>                               |                      |                      |
| Cash and Cash Equivalents                           | \$ 1,385,907         | \$ 1,875,747         |
| Accounts Receivable, Net                            | 1,997,017            | 1,536,697            |
| Inventories, Net                                    | 150,424              | 158,408              |
| Prepaid Expenses and Other Assets                   | 237,041              | 143,486              |
| Accrued Interest Receivable                         | 7,270                | 5,139                |
| Investments   | 3,339,534            | 3,080,199            |
| <b>Total Current Assets</b>                         | <b>\$ 7,117,193</b>  | <b>\$ 6,799,676</b>  |
| <b>Equipment and Leasehold Improvements</b>         | <b>\$ 8,246,729</b>  | <b>\$ 8,120,085</b>  |
| <b>Other Assets</b>                                 |                      |                      |
| <b>Cash and Investments:</b>                        |                      |                      |
| Designated for Capital Asset Purchases              | \$ 2,148,534         | \$ 2,135,313         |
| Held for Donor Designated Fund                      | 402,506              | 354,987              |
| <b>Total Other Assets</b>                           | <b>\$ 2,551,040</b>  | <b>\$ 2,490,300</b>  |
| <b>Total Assets</b>                                 | <b>\$ 17,914,962</b> | <b>\$ 17,410,061</b> |
| <b>LIABILITIES AND NET ASSETS</b>                   |                      |                      |
| <b>Current Liabilities:</b>                         |                      |                      |
| Accounts Payable and Other Accrued Liabilities      | \$ 115,133           | \$ 185,558           |
| Accrued Salaries and Wages                          | 349,173              | 330,795              |
| Accrued Vacation                                    | 377,770              | 356,518              |
| Deferred Compensation                               | 21,689               | —                    |
| <b>Total Current Liabilities</b>                    | <b>\$ 863,765</b>    | <b>\$ 872,871</b>    |
| <b>Net Assets:</b>                                  |                      |                      |
| <b>Unrestricted:</b>                                |                      |                      |
| Board Designated                                    | \$ 2,000,000         | \$ 2,000,000         |
| Designated for Equipment and Leasehold Improvements | 2,148,534            | 2,135,313            |
| Undesignated  | 12,545,333           | 12,065,792           |
| Total Undesignated Net Assets                       | 16,693,867           | 16,201,105           |
| Temporarily Restricted                              | 357,330              | 336,085              |
| <b>Total Net Assets</b>                             | <b>\$ 17,051,197</b> | <b>\$ 16,537,190</b> |
| <b>Total Liabilities and Net Assets</b>             | <b>\$ 17,914,962</b> | <b>\$ 17,410,061</b> |

# Statement of Activities

FOR THE YEAR ENDED DECEMBER 31, 2017

|                                       | <u>Unrestricted</u>         | <u>Temporarily<br/>Restricted</u> | <u>Totals</u>               |
|---------------------------------------|-----------------------------|-----------------------------------|-----------------------------|
| <b>Public Support and Revenue</b>     |                             |                                   |                             |
| <b>Revenues</b>                       |                             |                                   |                             |
| Service contracts and grants          |                             |                                   |                             |
| State agencies                        | \$ 8,313,402                | \$ —                              | \$ 8,313,402                |
| County and local agencies             | 317,586                     | —                                 | 317,586                     |
| Trade sales                           | 6,156,581                   | —                                 | 6,156,581                   |
| Transportation services               | 539,950                     | —                                 | 539,950                     |
| Other                                 | 74,874                      | —                                 | 74,874                      |
| Investment income                     | 53,312                      | 47,519                            | 100,831                     |
| <b>Public Support</b>                 |                             |                                   |                             |
| Contributions and grants              | 303,301                     | 4,306                             | 307,607                     |
| Subtotal                              | <u>15,759,006</u>           | <u>51,825</u>                     | <u>15,810,831</u>           |
| Net assets released from Restrictions | 30,580                      | (30,580)                          | —                           |
| <b>Total Support and Revenue</b>      | <b><u>\$ 15,789,586</u></b> | <b><u>\$ 21,245</u></b>           | <b><u>\$ 15,810,831</u></b> |
| <b>Expenses</b>                       |                             |                                   |                             |
| <b>Program Service</b>                |                             |                                   |                             |
| Extended Employment                   | \$ 7,104,376                | \$ —                              | \$ 7,104,376                |
| Day Training and Habilitation         | 4,202,350                   | —                                 | 4,202,350                   |
| Residential                           | 370,785                     | —                                 | 370,785                     |
| Transit                               | 2,730,845                   | —                                 | 2,730,845                   |
| <b>Supporting Services</b>            |                             |                                   |                             |
| Management and general                | 888,468                     | —                                 | 888,468                     |
| <b>Total Expenses</b>                 | <b><u>\$ 15,296,824</u></b> | <b><u>\$ —</u></b>                | <b><u>\$ 15,296,824</u></b> |
| <b>Change in Net Assets</b>           | <b>\$ 492,762</b>           | <b>\$ 21,245</b>                  | <b>\$ 514,007</b>           |
| Net Assets, beginning of year         | <u>16,201,105</u>           | <u>336,085</u>                    | <u>16,537,190</u>           |
| <b>Net Assets, end of year</b>        | <b><u>\$ 16,693,867</u></b> | <b><u>\$ 357,330</u></b>          | <b><u>\$ 17,051,197</u></b> |

# Outcomes

| CENTER-BASED EMPLOYMENT<br>EXTENDED EMPLOYMENT |            |
|--|------------|
| Outcome Measure                                | Raw Number |
| Number Employed                                | 128        |
| Hours Worked Annually                          | 71,035     |
| Annualized Wages                               | \$329,032  |

| COMMUNITY & SUPPORTED EMPLOYMENT<br>EXTENDED EMPLOYMENT |            |
|---|------------|
| Outcome Measure   | Raw Number |
| Number Employed   | 118        |
| Hours Worked Annually                                   | 75,614     |
| Annualized Wages  | \$621,126  |

| COMPETITIVE PLACEMENT<br>ALBERT LEA, AUSTIN, OWATONNA |            |
|---|------------|
| Outcome Measure                                       | Raw Number |
| Number of Persons placed in competitive employment    | 22         |
| Average hours worked per week                         | 18.05      |
| Average hourly wage                                   | \$10.19    |
| Percentage placed with benefits                       | 19%        |

| RESIDENTIAL OUTCOME INFORMATION<br>MEN'S AND WOMEN'S HOMES |                                     |
|--|-------------------------------------|
| Outcome Measure  | Raw Number                          |
| Number in program  | 4 men – Murray<br>4 women – October |
| Resident satisfaction with program                         | 2.81 of 3.0 scale                   |
| Other stakeholders satisfaction with program               | 2.73 of 3.0 scale                   |
| Number of community activities per person, per month       | 15                                  |

| DTH OUTCOME INFORMATION<br>ALBERT LEA, AUSTIN, OWATONNA |             |
|---|-------------|
| Outcome Measure   | Raw Number  |
| <i>Non Paid Programming</i>                             |             |
| Community Inclusion Hours                               | 10,223      |
| Center-Based Programming Hours                          | 119,115     |
| <i>Paid Work</i>  |             |
| Community & Supported Hours                             | 60,375      |
| Center-Based Hours                                      | 197,554     |
| Total Wages   | \$1,028,882 |

| DTH PERSONS SERVED<br>(TOTAL INDIVIDUALS SERVED DURING YEAR) |     |
|--|-----|
| Albert Lea (Alpha)   | 113 |
| Austin (CVTH)  | 146 |
| Austin Top Flight  | 24  |
| Owatonna (ABL)   | 101 |
| Total  | 384 |

| EMPLOYMENT PLANNING SERVICES<br>ALBERT LEA, AUSTIN, OWATONNA |            |
|--|------------|
| Outcome Measure  | Raw Number |
| Number of Persons served                                     | 1          |
| Average fee per person                                       | \$1,375    |

| EMPLOYEE DEVELOPMENT SERVICES<br>ALBERT LEA, AUSTIN, OWATONNA |            |
|---|------------|
| Outcome Measure   | Raw Number |
| Number of Persons served                                      | 9          |
| Average fee per person  | \$1,672    |

## Cedar Valley Services offers individuals the following areas of work:

|                          |   |  |
|--------------------------|---|--|
| Bulk Mail Operations (O) | Maid Service (A, AL, O)                       | Parts Hanging (O)                        |
| Clerical (A, AL, O)      | Manufacturing, Assembly, Packaging (A, AL, O) | Recycling (A, AL)                        |
| Food Services (A, AL)    | Machine Operations, Spin Riveting (O)         | Wood Product Assembly (A)                |
| Janitorial (A, AL, O)    |   | Other and Custom as requested (A, AL, O) |
| Laundry (A, AL)          |   |  |

Many of these work areas are available at both Cedar Valley facilities and at community job sites.

## 2018 Strategic Plan

1. Complete Technology Assessment and plan for vulnerabilities.
2. Improve the Operational Budget surplus.
3. Complete needs assessment for Owatonna Transit building in preparation to build.
4. Develop new employment opportunities with integrated minimum wage or above outcome.
5. Respond to the priorities in the Minnesota Olmstead Plan and WIOA.
6. Reduce staff turnover and manage staff benefit costs.
7. Continue with Leadership Succession Plan with Owatonna Division.
8. Complete conversion to the new program rule.
9. Successfully implement the new rate structure.
10. Plan for expansion of SMART Public Transit via state grant.
11. Address labor needs of the center-based program as program participants move to Community and Supported Employment in order to maintain current commitments.

*This plan reflects our current and projected financial position. It sets major goals and priorities to be implemented in 2018. It is developed by the Operating Directors with input from consumers, staff, board and stakeholders. It will be shared with persons served and other stakeholders as appropriate.*

*It was first presented to the Board of Directors on 4-11-2017.*

# Programs and Services

Competitive Placement: Support to learn how and where to look for work, how to interview for a job, how to fill out an application for work, and all other skills to make a job hunt successful.

Center-Based Employment: Support to work and earn wages based on level of productivity in a CVS facility. Opportunity to improve job skills to help with future employment choices.

Community Employment: Support to work at a business site in the community and earn wages based on level of productivity. Opportunity to prepare for and develop skills necessary for competitive employment.

Supported Employment: Support on a job in a community setting that is fully integrated with non-disabled workers. Wages would be customary for that type of work; and would be at least minimum wage.

Employment Planning: A process of job try-outs either within a CVS facility or in a community setting. Information collected is used to make further employment plans. Wages are earned and benefits accumulated.

Employee Development (Center-Based and/or Community): A Work Adjustment service often following Employment Planning. Skills are identified for growth, and worked on to develop confidence and help define vocational interests and goals.

Day Training and Habilitation: Support in a work setting for individuals requiring more staff assistance for job completion. Often includes therapeutic support for personal care, behavior management, social skills, etc.

Mental Health Services: Support for persons with serious and persistent mental illness to obtain and retain employment. Services specific to their mental health needs are provided, and coordinated with community mental health programs.

Personal Enrichment: A non-work service where consumers are provided personalized and preferred activities to enrich their daily lives. Activities may include music, crafts, therapies, exercise, relaxation techniques, etc.

Senior Services: Program to provide our senior population with appropriate community activities, socialization, and assistance with skills development for the retirement years.

Residential Services: Support for individuals living in CVS homes. Assistance provided as needed for personal care, daily living skills, health and wellness, money management, community skills, etc.

Transportation Services: CVS provides a variety of transportation options in each of the three communities depending on consumer needs.

Public Transit Services: CVS now operates SMART Transit in Austin, Albert Lea, Owatonna, and Waseca.

# Recognition of Support

*CEDAR VALLEY SERVICES OPERATED IN PARTNERSHIP WITH THE FOLLOWING ORGANIZATIONS:*

- United Ways of Mower, Freeborn and Steele Counties
- The Hormel Foundation
- The Alex Hirsh Family Foundation
- Rehabilitation Services Branch of the MN Department of Employment and Economic Development
- Minnesota Department of Human Services
- Mower, Freeborn, Steele, and other Counties
- Austin, Albert Lea, Owatonna, Lyle/Pacelli, Hayfield and Waseca School Systems
- Production and Service Customers of Cedar Valley Services
- Recreational Opportunities Action and Resources (ROAR)
- American Bank Employee Foundation



**For information on our organization and programs, contact our website at the above address. A video is also available upon request.**

**Cedar Valley Services will provide answers to your specific questions. Please direct your requests regarding the performance of our accredited services and programs to the numbers listed below.**

CORPORATE OFFICE AND AUSTIN DIVISION

2111 Fourth Street NW • Austin, MN 55912  
Phone (507) 433-2303 • Fax (507) 433-8880

TOP FLIGHT PROGRAM

102 First Street NW  
Austin, MN 55912  
Phone (507) 437-6032  
Fax (507) 434-7186

ALBERT LEA DIVISION

2205 Myers Road  
Albert Lea, MN 56007  
Phone (507) 377-2893  
Fax (507) 379-9860

OWATONNA DIVISION

415 North Grove Avenue  
Owatonna, MN 55060  
Phone (507) 451-5897  
Fax (507) 451-5932

ALPHA PROGRAM

1839 SE Broadway Avenue  
Albert Lea, MN 56007  
Phone (507) 373-6064  
Fax (507) 373-7105

SMART TRANSIT

Mower - 2801 Oakland Ave. West • Austin, MN  
Freeborn - 905 East 16th Street • Albert Lea, MN  
Steele - 3325 9th Street NW • Owatonna, MN  
Waseca - 105 3rd Avenue NE • Waseca, MN  
Phone Number: (855) 762-7821



Cedar Valley Services, Inc. is CARF accredited in Organizational and Community Employment Services, Employment Planning Services and Employee Development Services.



Programs funded in part the United Way of Mower, Freeborn and Steele Counties.

*Cedar Valley Services, Inc. is a tax-exempt 501(c)(3) non-profit Corporation*

**Equal Opportunity Employer**