



CEDAR VALLEY SERVICES INC.

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



The beginning of 2014 brought the merger of the three transits systems (AMCAT, Albert Lea Transit and SCAT) into one (SMART) that is now owned and operated by Cedar Valley Services, Inc.



Our Mission

Our objectives, established 55 years ago are:

- 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.
- Transit

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

Board of Directors

PRESIDENT:

Jim Mino, Director of Engineering, Hormel Foods Corporation

VICE PRESIDENT:

Steve Bowron, Dean for Institutional Advancement, Riverland Community College

SECRETARY:

Tammy Williams, RN

TREASURER:

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Dennis Boik, Retired Engineer, Hormel Foods Corp.

Ray Brueggemeier, Retired Bank President/CEO

Cameron Davis, Attorney, Hoversten, Johnson, Beckmann & Hovey, LLP

Lynne Hansen, Retired Educator, Wells School District

Kris Johnson, Operations Administrator, Mayo Clinic Health Systems

Mike Kruse, President, Church Offset Printing, Inc.

Renee Lee, DCD Teacher, Albert Lea Public Schools

Brad Lindberg, Corporate Purchasing Agent, Hormel Foods Corporation

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

Dan S. Miller, Gen. Mgr. of Applied Research and Package Development, Hormel Foods Corporation

Monte Mitchell, Vice President of Administration, Viracon

Glenn Moen, Lead System Developer, Federated Insurance

Lowell Nelson, Production Manager, Lou-Rich, Inc.

Stacy Schultz, Assistant High School Principal, Ind. School Dist., Austin Area Schools

Jerry Urness, Retired Human Res. Director, Truth, Inc.

Carol Weis, Vice President, Mayo Health Systems

To Clients, Staff, and Supporters of Cedar Valley Services:

As Board President, I want to take this opportunity to inform the stakeholders of Cedar Valley Services with the major highlights of 2014. It has been a year of change in our personnel, facilities, and the nature of our business. Let me highlight some of the more significant of these changes.

One of the most significant and visible changes in recent history of Cedar Valley was the completion of the addition and remodeling of the main Austin workshop. We added over 3,800 sq. ft. of new building and rearranged all the production lines so we can move people and materials more efficiently. We also remodeled most of the existing facility. The remodeling created a bright new space with daylight and access to the outdoors for the Visions program. This change also removed those clients from the forklift traffic areas which was a constant safety concern. New office space for the staff and medical room was the third highlight of the remodeling. We started using and enjoying this space last spring.

The first year of operation of the SMART transit system for Mower, Steele, and Freeborn counties was successful by all measures. SMART transportation provides safe, reliable, accessible and courteous public transportation services in response to the needs of the communities in which it serves. SMART continues to work with local agencies that include Head Start/Even Start, United Way, Minnesota Department of Transportation, Hormel Foundation, and Mayo Health Systems Austin and Albert Lea. Our ridership for the year 2014, was 161,255 (rides), the total miles driven in 2014 for SMART was 477,107 and the total SMART operating budget for 2014 was over \$1,800,000.

Another addition to our business this year was an expanded laundry contract with Mayo Health Systems in Austin and Albert Lea. It required some remodeling at our Albert Lea facility and new equipment in both operations. It has provided additional enjoyable work for many clients.

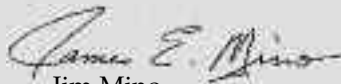
Our business continues to be challenged with change to our service industry. We spend a fair amount of effort working to balance the increasing costs of health care and other benefits to the employees with the decreasing Government financial support for our clients. Our business is based on the quality care our employees provide and we want to provide for both client and employee's as best we can. Our 401K plan received an acceptable audit as a sign of success in the area of our retirement benefits.

We were pleased that we received our three year accreditation, from CARF International. They noted our high standard of care and the quality and longevity of our employees. They also had high praise for the good relations which exist among employee's, client's, and our management staff.

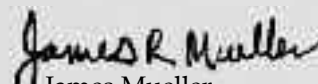
This year brought major changes in staffing with the December retirement of our Executive Director, Jim Mueller. Jim served Cedar Valley for 35 years leading us through many changes in philosophy and funding of human services by our Government agencies. He was also instrumental in expanding the business into our current multi-faceted operation. We are pleased that Rich Pavek accepted the promotion to be the new Executive Director. With Rich's 34 years of service to Cedar Valley, he will be able to transition smoothly into his new responsibilities and lead us through the next generation of changes and growth. The Board of Directors wish Rich the best of luck and fully support his new leadership.

We thank you for your support through all these changes and are looking forward to serving you in 2015.

Sincerely,



Jim Mino
Board President



James Mueller
Executive Director

Consumer Demographics

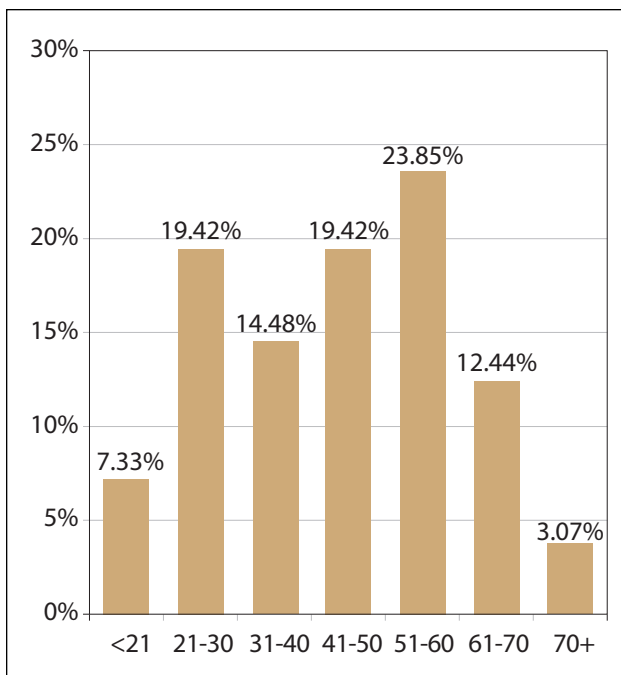
CITY OF RESIDENCE		
Albert Lea	27%	157
Austin	38%	222
Faribault	4%	25
Owatonna	23%	135
Other Communities	8%	48
Total	100%	587

PERSONS WITH SECONDARY DISABILITY		
Yes	68%	397
No	32%	190
Total	100%	587

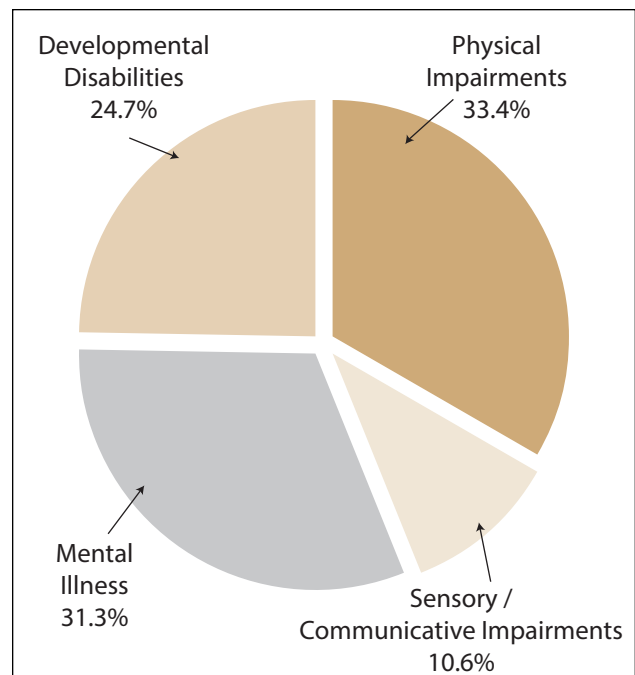
MARITAL STATUS		
Married	2%	11
Single	98%	576
Total	100%	587

GENDER		
Female	44%	258
Male	56%	329
Total	100%	587

CONSUMER AGE GROUPS



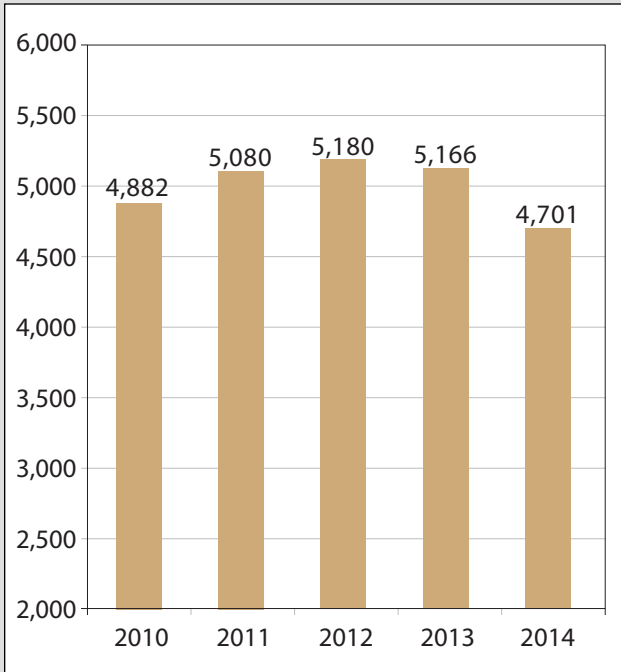
CONSUMERS PRIMARY DISABILITY GROUPS



Facts

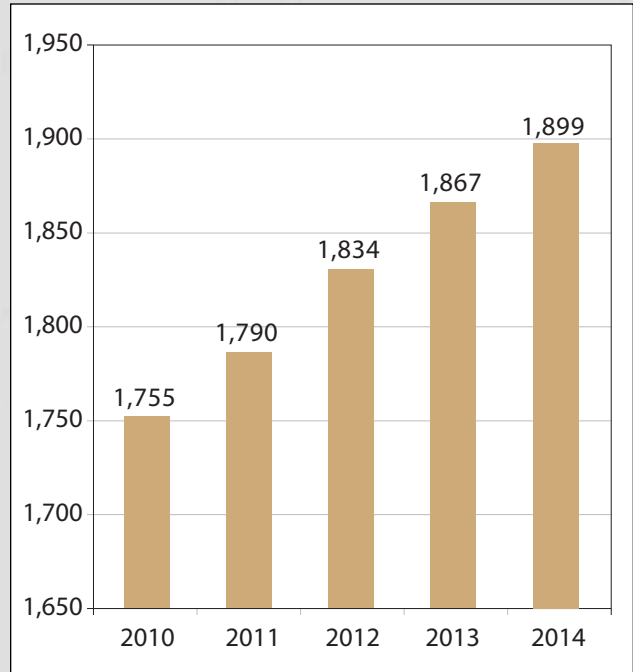
PRODUCTION SALES REVENUE

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



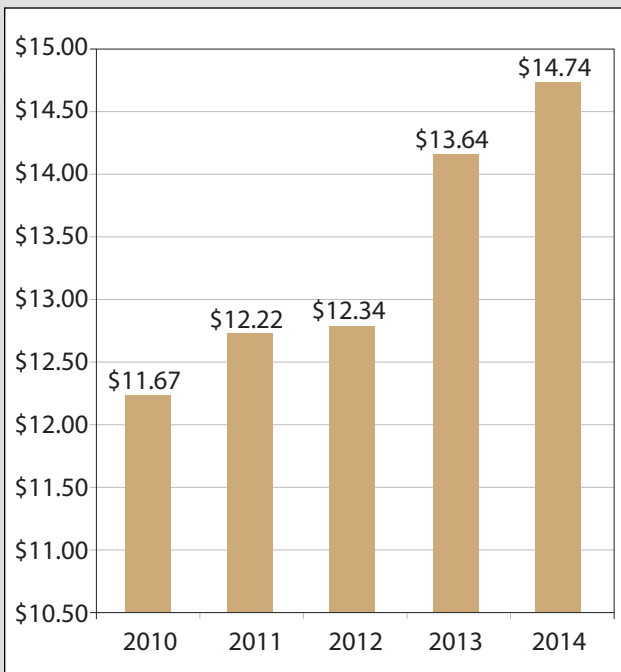
PRODUCTION WAGES

(Thousands of Dollars)



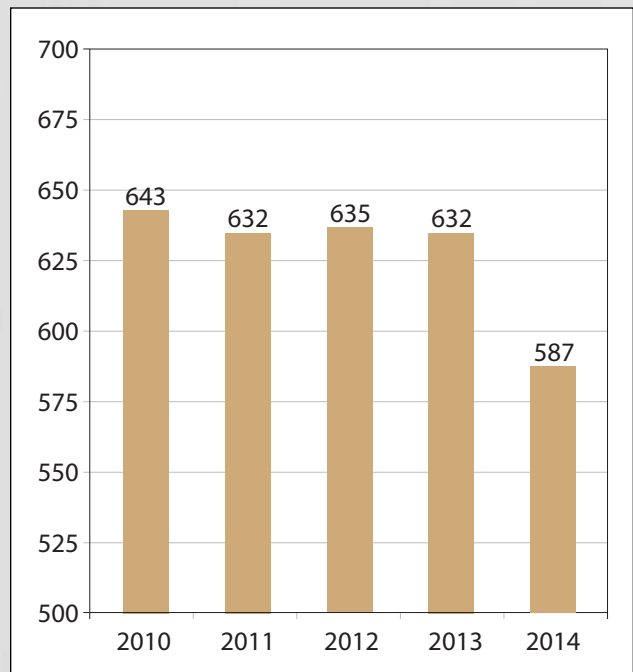
TOTAL REVENUE

(Millions of Dollars)



NUMBER OF PERSONS SERVED

All C.V.S. Programs



Austin Division

PLACEMENT BASED AGREEMENT (PBA)

CVS began working with Daniel in March 2013. However, due to an accident he was hospitalized for injuries and was unable to continue working with us. We were proud to see him back a year later in March 2014. Daniel is a Marine Veteran and takes pride in the service he provided for our country. Daniel worked diligently with his placement coordinator to find the perfect job. With willingness and determination, Daniel was hired on at Kwik Trip on Oakland in Austin on May 30th 2014 as a retail helper. General duties that Daniel is responsible for include: cleaning the parking lot, windows, doors, counters, sweeping, mopping, facing shelves, taking out garbage, unloading truck and keeping the cooler full. Daniel works approximately 15 hours a week which is perfect for him because he also leads a very busy personal life. Daniel is adjusting to work and learning to manage work life and home life. Management at Kwik trip reports that Daniel keeps the receiving room very well organized, he places product properly on the shelves, and is always thinking safety such as moving items off the floor so customers and coworkers don't trip. Daniel also has great customer service, he has not missed a shift, offers to stay extra hours, completes assigned work, and is cheerful and always has a positive attitude. He has a take charge attitude, is a team player, professional, and always comes to work neat and clean.



Daniel

REMODEL

In the fall of 2013, Cedar Valley Services, Inc. took on an exciting and challenging building expansion and remodel project which was completed with overwhelming success in the spring of 2014. The building addition consisted of a new production area just short of 4,000 sq. ft. With the addition to production space, we reconfigured the building and moved the program areas to the north region of the building and the production and warehouse in the middle and south regions of the building. CVS added lots of new office space, additional bathroom facilities, a new mezzanine area and a new program area. CVS also remodeled existing bathrooms, created 360 degree forklift access in the warehouse area, improved lighting and minimized forklift crossing lanes for improved consumer safety. CVS was fortunate to receive support from both Hormel and The Hormel Foundation to help with total project costs of around \$1.3 million. We have been nominated for the Austin Area Chamber of Commerce Project of the Year award. The project has received high marks from the clients that get to enjoy the new space on a daily basis.



Jim Mueller

RETIREMENT

The year 2014 saw a lot of changes for CVS but none are bigger than the retirement of longtime Executive Director James "Jim" Mueller. Jim started with CVS in 1980 and guided CVS through some challenging times and some very exciting times. Throughout his years of leadership, CVS enjoyed a lot of growth and successful endeavors under his guidance. Rich Pavsek was chosen to replace Jim as Executive Director. CVS sends Jim best wishes for his retirement.

IMPACT OF THE REMODELING PROJECT

Randy Schumacher has been working at Cedar Valley Services since January of 1980, and has seen many changes over the years. He has had several different jobs, staff and peers have come and gone, equipment and technology has transformed production, and now the remodeling of the Manufacturing, Assembly and Packaging (MAP) area has had a big impact on him.

Although he currently only works part-time, Randy appreciates how he has benefited from the remodeling project. "I like the way they made this new MAP area", Randy states, going on to explain "Back in the other MAP area I had to wait for staff to put my boxes on the line, now I can do it myself and it makes me work faster". For Randy, the remodeled production area has created space to allow him to be more independent as his work station better accommodates his wheelchair. Supporting his claim that he is working faster, is the fact his wage has increased by approximately 42%, something he is quite proud of. When asked how he is spending his increased earnings, Randy shared that he enjoys spoiling his Christmas cat named "Bunny".



Randy



Alex

MEET ALEX:

Alex first started working at Cedar Valley Services while enrolled in the School To Work Program at Austin High School in 2002. After graduating, Alex began working full time at the Top Flight Program. Alex starts out his workday by picking up recyclable paper throughout Mayo Health Systems with a job coach. Alex usually spends about 2 ½ hours per day collecting paper. Alex loves picking up the recycling paper at Mayo Health Systems and has developed friendships with employees there. Alex knows the route well and is very independent. After Alex is done with picking up the paper, he assists with transporting the recyclable paper to Top Flight. Alex and his co-workers then shred the paper using industrial paper shredders. Alex also works on other jobs at Top Flight such as stickering boxes and vacuuming program areas. The Top Flight Program also offers Alex a variety of non-work activities throughout the

day. Alex attends weekly outings to different places in the community and recently started participating in cooking activities, which he thoroughly enjoys. The Top Flight Program is a smaller work site that offers a blend of community work opportunities, individualized programming and fun experiences.

AUSTIN EMPLOYEE COMMITTEE

Members on the Austin Employee Committee are elected by their peers every two years. Their role is to meet with the Directors quarterly to discuss issues, concerns, requests, or questions. Realizing some of their members were not always able to attend the meetings due to their work schedules, the committee advocated to change when meetings are held so that everyone is able to be there. This is just one example of how the committee works together to help CVS make improvements. Committee members are given the opportunity to develop leadership skills by reading the minutes at meetings, and by voicing their concerns and issues and those brought to them by peers. They take pride in representing their peers, and provide valuable insight to CVS management.



Austin Committee Members – Back row left to right: Karen Baier; Ray Olson; Richard Pavek; Jenni Swenson; Paul Bradford; Front row left to right: Mary Medinnus; Nikki Nelson; Bonnie Dalager; Maureen Lynch. Not pictured, Nate Hartwig.

Owatonna Division

ABOUT FACING

When we walk down grocery store aisles, they usually look very nice and neat. The front labels, with the brand and the description of the product, face forward so that we can find what we want. Everything looks neat and organized. Stores make a deliberate effort to have products facing forward and expired products removed. This process is referred to as facing.

In the spring of 2014 Troy Hinrichs, the manager at Cash Wise, approached CVS about doing facing work. Cash Wise has a long working relationship with CVS and has hired many of our employees. It has turned out to be most productive and successful to have a team of one staff and two employees, often with complementary skill sets, doing the work.

Troy states: "It's a win-win; the Cash Wise staff feel blessed by having the CVS teams doing such a nice job, and the families of our workers have expressed gratitude to Cash Wise for the opportunities made available."



Deb Parker and John Guondong

ALLINA JANITORIAL

Many of our smaller community operations provide janitorial services, with staff to client ratios that permit greater training opportunities. The Owatonna Hospital is owned and operated by Allina Health. Allina maintains the storage of oxygen and other equipment at an off-site location, where it is most practical for the hospital to employ our cleaning services. At Allina we do vacuuming, dusting, trash removal and stocking of supplies in their storage and office areas.



SOUTHERN MINNESOTA AREA RURAL TRANSIT (SMART)

It's been a very busy year for SMART Transit in 2014! Transitioning from Albert Lea Transit at the end of 2013 and incorporating staff and service for both Steele and Mower counties has been a very significant and rewarding challenge. Our staff increased in size from roughly 10 employees to approximately 40 with the addition of these 2 counties. While we are delighted to provide exceptional public transportation services to the communities we serve, we are most proud of the great people that have come together to form this new team and make our first year successful.

In addition to getting 22 buses on the road day in and day out, our team incorporated new routing software in March called RouteMatch that uses a web-based program to seamlessly schedule and communicate passenger trips between all 3 counties. All dispatching for SMART Transit occurs with our 4 dispatchers in the city of Austin and rider schedules are delivered to wireless tablets that reside in each bus. Drivers are able to send and receive real-time information and communicate passenger trip details back to our dispatchers at the touch of a button. This was a big project that required a

BRINGING A DASH OF COLOR TO CVS

One of the more interesting, and certainly colorful, in-house jobs that we've done, began in 2013 when we were approached by a local company, to package plastic bags, filled with colored powder (corn starch). CVS receives the colored powder in bulk and then we re-bag it in small bags that can be used at running events.



The Color Dash is an untimed 5k (3.1 miles) run/walk. At each kilometer of the dash, a different color packet is thrown on participants. At the finish line, participants are showered with a rainbow of colors. Color Dash partners with a charity in each of the communities in which the event is held. Fifty percent of the registration fee income is given back to these charities.



Left to right: Deb Langer, Tammy Groe, Bob Joachim, Matt Miller, Dave Williams and Brent Eschenbach.

OWATONNA EMPLOYEE COMMITTEE

The Owatonna Employee Committee is made up of a representative group of employees from various programs (Day Training and Habilitation, Center Based Extended Employment, and Community Based Extended Employment). The purpose of this group is to enhance communication between

management and consumers and allow networking for input from various areas of employment at CVS. This group 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, parties, etc.

Members of the committee serve a 2-year term. At each meeting, the Employee Committee selects a different member to facilitate and conduct the meeting, allowing input from all members in a peer-facilitated manner. Meeting minutes are kept and posted on the bulletin board to share with all consumers. The group provides input for the Staff Training Plan each year, reviews the Annual Report and Outcomes Management information, and attends and is recognized at the CVS Annual meeting in April.

great deal of time and new learning for all of our staff, but it has made the job much easier for everyone, albeit slightly more time-consuming for our passengers when they initially call to schedule their rides.

Our managers worked tirelessly to create our new policies and procedures and we continue to improve and simplify as much as possible, while meeting the needs of our passengers. We've worked hard to create new relationships within each of our service cities and are documenting and researching new ways to meet the needs of our passengers in each city. During 2014 we were able to apply for and receive additional funds for 2015 to expand our Rainbow Route Pre-School service in the city of

Austin and to add an after-school route for the YMCA. For the 2015 service year we will be documenting passenger needs in the city of Albert Lea in order to hopefully expand our service hours in 2016 as well as to create a work service route with local employers in the city of Owatonna.

2014 Passengers – 161,255
2014 Hours of Service – 36,591
2014 Miles Driven – 477,107

Albert Lea Division

SCHOOL TO WORK TRANSITION

Elly is a student from the Albert Lea High School who is participating in the 18-21 year-old Transitions Program. The students work for three hours through Cedar Valley Services in the mornings and have classroom time in the afternoons. Elly has worked at Riverland Food Service since the beginning of the school year and has helped with catering, food prep, cashiering, dishwashing, cooking and baking. The decision to finish school came sooner than expected for Elly as a job opened up at GreenMill that fit within her interests. Since the School To Work program is set up to ensure a smooth transition for youth with disabilities into the work and adult world, her team of school staff, CVS staff, the county and her family worked together to coordinate services on her behalf. Employment preparation at school and work was key for Elly as she did well in her interview. As she gains skills and confidence, the job coach that will be provided to her as she begins her new job will gradually fade away. Elly will experience integration, mentoring, feedback on job performance, and opportunities to learn new skills on an ongoing basis. Elly is excited and is looking forward to begin her new job and start her independence in to the adult world.



Elly



Laurie

JOB PLACEMENT SUCCESS STORY:

Laurie began working with her placement coordinator in February 2014. Laurie has a B.S. degree in education. Her employment goal is general office support. After an extensive search, applications, resumes, and other job search readiness, Laurie finally found the right job with St. John's Lutheran Home in October 2014. She is working as a part-time receptionist/ Home Care aid. Laurie has excellent people skills; she is a fast learner, organized and reliable. Laurie has a lot of responsibility in her job that consists of taking incoming calls, check fax orders every hour, giving medications to residents, assisting residents with other day to day cares, making booklets/packets, assisting the kitchen and getting lunch to Knutson place, checking emails, filing, and taking checks for rent. Finally, Laurie keeps petty cash balanced and delivers mail to residents. St. Johns management reports that Laurie does an excellent job and really

shows compassion to the residents and visitors. Laurie feels that this job is just the right fit and she hopes to expand her talents further with the company.

MEET TAYLOR

Taylor Casanova has been an employee at Cedar Valley Services since September 2011. Taylor, as well as other consumers in the Enhancement work area, has worked on a variety of jobs throughout the years including: making Hormel trays, packaging different Hormel meat displays and breaking apart cardboard. Taylor has proven to be a determined and reliable employee and done very well with job tasks at the Myers Road facility. Taylor takes a lot of pride in completing those job tasks and demonstrates great work skills. Taylor continues to improve her skills and she is making progress in meeting her vocational outcomes. Besides work Taylor also enjoys doing leisure activities such as: being on the computer, drawing and painting pictures and going on community outings.



Taylor

ALBERT LEA LAUNDRY EXPANSION

In April of 2014 CVS started renovations for the new laundry at Myers Road. Our contract with Mayo Clinic Health Systems – Albert Lea started on June 1, 2014. We process an average of 7,200 pounds of laundry per week. We purchased a Laundry truck, two 140 pound washing machines, one 60 pound washing machine, two 170 pound dryers and one 120pound dryer. We also purchased a flatwork iron and a folder. We have additional accounts that are processed at our Alpha location. Those accounts average 1,700 pounds a week.

Laundry is picked up and delivered several times throughout the day. Laundry is washed, dried, ironed, folded and returned. The laundry has provided new employment opportunities for 10 employees. We have staffed the laundry with a Laundry Supervisor, Sandi Sletten and two staff; JoAnn Bowman and Malinda Nielsen. Staff and employees have worked really hard to get this new contract up and running.



Dawn



Jeremiah

MEET JEREMIAH

“Fantastic”, “eager to please”, and “friendly” are a few ways the employees of the Albert Lea Home Depot store used to describe Jeremiah Olson’s character. Jeremiah has been an employee of Cedar Valley Services for over the past 13 years and has been a valuable employee on the Night Janitorial Crew. Jeremiah has always hoped to find employment outside of Cedar Valley Services and recently that dream became a reality in August 2014. Jeremiah was hired as a Lot Attendant and has become a reliable employee at Home Depot. Jeremiah enjoys assisting customers, getting shopping carts, and taking care of the entrances. One employee stated, “We love him to death!” His charm and personality are well accepted at Home Depot and they are very happy with his quality of work. Jeremiah has even received the Associate of the Month award because of his commitment to the Home Depot values. CVS is excited that other employers, such as Home Depot, can see how motivated and hard working Jeremiah truly is. Jeremiah has proven that hard work, having a positive attitude, and never giving up hope can help achieve one’s goals.

ALBERT LEA EMPLOYEE COMMITTEE

The Employee Committee of Albert Lea consists of the following consumers; Heather Brackey, Leon Bure and Dustin Witter.

The committee meets every quarter to discuss issues pertaining to workers at Cedar Valley. If other workers have an issue or concern, they tell the committee members and they will meet to discuss them.



*Left to right: Dustin Witter, Sheldon Skaar
(Not pictured: Heather Brackey).*

Statement of Financial Position

DECEMBER 31, 2014 AND 2013

	<u>2014</u>	<u>2013</u>
ASSETS		
Current Assets		
Cash and Cash Equivalents	\$ 2,406,018	\$ 1,390,523
Accounts Receivable, Net	1,407,853	1,484,562
Pledges Receivable, Net	95,558	97,046
Inventories, Net	157,977	117,275
Prepaid Expenses and Other Assets	93,587	110,615
Accrued Interest Receivable	4,165	8,403
Investments	2,844,441	3,134,619
Total Current Assets	<u>\$ 7,009,599</u>	<u>\$ 6,343,043</u>
Equipment and Leasehold Improvements	\$ 7,622,348	\$ 5,930,942
Other Assets		
Cash and Investments:		
Designated for Capital Asset Purchases	\$ 1,397,336	\$ 2,392,715
Held for Donor Designated Fund	324,807	344,196
Total Other Assets	<u>\$ 1,722,143</u>	<u>\$ 2,736,911</u>
Long-Term Pledges Receivables, Net	<u>—</u>	<u>98,512</u>
Total Assets	<u>\$ 16,354,090</u>	<u>\$ 15,109,408</u>
LIABILITIES AND NET ASSETS		
Current Liabilities:		
Accounts Payable and Other Accrued Liabilities	\$ 201,747	\$ 289,733
Accrued Salaries and Wages	570,286	482,322
Accrued Vacation	314,892	299,347
Deferred Compensation	49,687	49,687
Total Current Liabilities	<u>\$ 1,136,612</u>	<u>\$ 1,121,089</u>
Net Assets:		
Unrestricted:		
Board Designated	\$ 2,000,000	\$ 2,000,000
Designated for Equipment and Leasehold Improvements	1,397,336	2,392,715
Unrestricted	11,399,777	9,055,850
Temporarily Restricted	420,365	539,754
Total Net Assets	<u>\$ 15,217,478</u>	<u>\$ 13,988,319</u>
Total Liabilities and Net Assets	<u>\$ 16,354,090</u>	<u>\$ 15,109,408</u>

Statement of Activities

FOR THE YEAR ENDED DECEMBER 31, 2014

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Totals</u>
Public Support and Revenue			
Revenues			
Service contracts and grants			
State agencies	\$ 7,228,606	\$ —	\$ 7,228,606
County and local agencies	516,441	—	516,441
Trade sales	5,150,631	—	5,150,631
Transportation services	437,636	—	437,636
Other	61,997	—	61,997
Investment income	19,967	15,198	35,165
Public Support			
Contributions and grants	645,252	—	645,252
Donation of Building	625,000	—	625,000
Subtotal	<u>14,685,530</u>	<u>15,198</u>	<u>14,700,728</u>
Net assets released from Restrictions	134,587	(134,587)	—
Total Support and Revenue	<u>\$ 14,820,117</u>	<u>\$ (119,389)</u>	<u>\$ 14,700,728</u>
Expenses			
Program Service			
Extended Employment	\$ 6,479,877	\$ —	\$ 6,479,877
Day Training and Habilitation	4,129,570	—	4,129,570
Residential	362,664	—	362,664
Transit	1,725,109	—	1,725,109
Supporting Services			
Management and general	774,349	—	774,349
Total Expenses	<u>\$ 13,471,569</u>	<u>\$ —</u>	<u>\$ 13,471,569</u>
Change in Net Assets	\$ 1,348,548	\$ (119,389)	\$ 1,229,159
Net Assets, beginning of year	<u>13,448,565</u>	<u>539,754</u>	<u>13,988,319</u>
Net Assets, end of year	<u>\$ 14,797,113</u>	<u>\$ 420,365</u>	<u>\$ 15,217,478</u>

Outcomes

CENTER-BASED EMPLOYMENT	
Outcome Measure	Raw Number
Number Employed	197
Hours Worked Annually	87,596
Annualized Wages	\$341,251

COMMUNITY & SUPPORTED EMPLOYMENT	
Outcome Measure	Raw Number
Number Employed	152
Hours Worked Annually	102,438
Annualized Wages	\$634,185

COMPETITIVE PLACEMENT ALBERT LEA, AUSTIN, OWATONNA	
Outcome Measure	Raw Number
Number of Persons placed in competitive employment	14
Average hours worked per week	14.34
Average hourly wage	\$8.69
Percentage placed with benefits	36%

SCHOOL-TO-WORK OUTCOME INFORMATION ALBERT LEA, AUSTIN, OWATONNA	
Outcome Measure	Raw Number
Number of Students in programs	32
Average hours per student, per year	199
Stakeholder satisfaction with program	2.5 of 3.0 scale

RESIDENTIAL OUTCOME INFORMATION MEN'S AND WOMEN'S HOMES	
Outcome Measure	Raw Number
Number in program	4 men – Murray 4 women – October
Resident satisfaction with program	2.7 of 3.0 scale
Other stakeholders satisfaction with program	3.0 of 3.0 scale
Number of community activities per person, per month	11

DTH OUTCOME INFORMATION ALBERT LEA, AUSTIN, OWATONNA	
Outcome Measure	Raw Number
<i>Non Paid Programming</i>	
Community Inclusion Hours	12,220
Center-Based Programming Hours	118,423
<i>Paid Work</i>	
Community & Supported Hours	66,185
Center-Based Hours	299,593
Total Wages	\$745,280

DTH PERSONS SERVED (TOTAL INDIVIDUALS SERVED DURING YEAR)	
Albert Lea (Alpha & Myers Rd)	108
Austin (DTH)	130
Austin Top Flight	20
Owatonna (ABL)	99
Total	357

EMPLOYMENT PLANNING SERVICES ALBERT LEA, AUSTIN, OWATONNA	
Outcome Measure	Raw Number
Number of Persons served	3
Average fee per person	\$927

EMPLOYEE DEVELOPMENT SERVICES ALBERT LEA, AUSTIN, OWATONNA	
Outcome Measure	Raw Number
Number of Persons served	7
Average fee per person	\$1,521

CEDAR VALLEY SERVICES OFFERS INDIVIDUALS THE FOLLOWING AREAS OF WORK:

Bulk Mail Operations (0)	Maid Service (A, AL, 0)	Parts Hanging (0)
Clerical (A, AL, 0)	Manufacturing, Assembly, Packaging (A, AL, 0)	Recycling (A, AL)
Food Services (A, AL)	Machine Operations, Spin Riveting (0)	Wood Product Assembly (A)
Janitorial (A, AL, 0)		
Laundry (A, AL)		

Other and Custom as requested (A, AL, 0)

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

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.

School-to-Work Transition: Assessment, training, and support for secondary students to make the transition from educational to employment settings. An opportunity to explore jobs and receive work adjustment services to assist in career planning.

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 and Owatonna.

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

2014 Plan

1. Expand the transit program to Mower and Steele Counties.
2. Construct an addition and remodel the Austin Facility.
3. Implement vendor ACH payments.
4. Investigate the space requirements for the Albert Lea Programs.
5. Produce profitable community work hours in Owatonna.
6. Expand laundry services in Albert Lea and Austin (Capital Intensive).
7. Achieve a Three Year Accreditation in October.
8. Complete conversion to the new program rule.
9. Successfully implement the new rate structure.

This plan reflects our current and projected financial position. It sets major goals and priorities to be implemented in 2014. 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 9/23/13, and again on 12/23/13.



www.cedarvalleyservices.org

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 Street
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



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



Programs funded in part by 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