

# 2016 annual report



# WACOSA

annual report 2016



WACOSA was incorporated in 1963 as a grassroots effort by a group of parents who were determined to have services for their children in the community in which they lived. Much has changed in the past 54 years. WACOSA now consists of five separate locations serving over 620 adults with disabilities by helping them to build skills and locate work opportunities. WACOSA is a valued community service offering a wide variety of opportunities for people to reach their full potential. Thanks to everyone who supports us, we are growing and reaching farther than ever. The following pages are an outline of our achievements, our services and our quality partnerships from January to December 2016.

## *our* VISION

To empower persons of all ability levels to reach their full potential.

## *our* MISSION

To provide individuals with disabilities the opportunity to work and live in their community.

## *our* BELIEFS

Each person has the right to be treated with dignity and respect. Each person is a valued member of the work force, when emphasis is placed on his or her capabilities and strengths.

## *our commitment to* QUALITY

WACOSA is the premier outsource solution for each of our business customers. We consistently meet or exceed expectations by providing the highest quality service and on-time delivery at an exceptional value.

# A YEAR *in* REVIEW



JEFF MURPHY  
*president*

## a message from the president and executive director



STEVE HOWARD  
*executive director*

### A MESSAGE FROM THE PRESIDENT

It's hard to believe yet another year is behind us. The Board of Directors continues to be impressed by the hard work and dedication of the WACOSA clients, and by the skill, passion and commitment of the entire WACOSA team. We are proud to reflect on 2016 as another year of service excellence. Steve and his team continue to keep us apprised of the landscape of state and federal initiatives that could change the scope of WACOSA services, and the ways in which these services have been provided in the past. As a board, we continue to dialogue with Steve regarding the potential impact of these changes and how WACOSA might evolve, as an organization, to deliver the program excellence that has long been the hallmark of our organization. WACOSA leadership remains committed to continuing its efforts to steer decision making at the legislative level and to identifying the challenges inherent in any new initiatives we might face, with the singular objective of providing meaningful opportunities for those we serve. We invite you to join us as we venture down the path to a new and exciting 2017!

### A MESSAGE FROM THE EXECUTIVE DIRECTOR

2016 has come and gone and, as expected, the year brought with it a number of challenges, along with a number of important successes. Legislative initiatives, with which we are forced to contend daily, believe that more governmental oversight is needed to ensure persons with disabilities are properly served in the most inclusive environments possible. While our skepticism regarding the value of increased governmental oversight remains, WACOSA's amazing team of staff continue moving forward, providing unparalleled, person-centered services that have, and always will, recognize authentic choice as an indispensable part of what it means to be fully included in our community.

2016 saw WACOSA serve 627 individuals and, by extension, hundreds more family members, business associates, funding partners and other members of our Central Minnesota community. WACOSA supported clients working in 51 community work crews, with 91 individuals finding competitive employment opportunities. Clients in WACOSA's center-based production operation packaged in excess of 12 million parts for area business, working almost 80,000 hours to accomplish the task. Also exciting is the generous amount of time and talent shared by 318 volunteers in 2016, their combined effort contributing over 3,600 hours of their time to WACOSA, an amount equal to over \$85,000 given the value of one hour (\$23.07) of volunteer time (Independent Sector, 2015).

WACOSA's two business ventures also posted impressive gains in 2016. Over 930,000 pounds of sensitive materials were destroyed by clients working in WACOSA's DocuShred operation, a 4% increase from the previous year. WACOSA's ThriftWorks! Thrift Store continues to see unprecedented growth in revenue, growing by almost 11% from 2015 and receiving 7,770 donations, 30% more than just a year earlier. Additionally, 32,258 store sale transactions were conducted, a growth of almost 6% from 2015. In fulfilling our mission, the past 3.5 years have witnessed 33 individuals participating in WACOSA's ThriftWorks! Retail Training Program, with 8 of these graduates currently holding competitive retail or related positions throughout our community.

This past year also saw other exciting developments including another 3-year CARF accreditation awarded to WACOSA. CARF is an international standards-setting organization of excellence and best practices, accrediting over 7,000 rehabilitation programs worldwide. Additionally, WACOSA co-hosted two advocacy events: the Minnesota Families and Advocates Coalition (MNFAC) and a "Meet the Delegates" forum, all in an effort to advocate for those we serve and raise awareness of legislative changes on the horizon. Finally, thanks to the financial assistance of a generous donor, WACOSA completed a 250K remodeling project of its 320 Sundial North Program area. On September 12th, 2016, WACOSA held an Open House to show off this newly designed area.

The world in which we find ourselves today as human service providers is one of continued vigilance and perpetual advocacy. 2017 promises to be another year of continued change in the Human Services industry. It has long been said that we cannot often control change, only our response to it. Rest assured, WACOSA will continue working hard to influence the direction of legislative change; and our response, whatever it might be, will be in the continued best interest of our clients and the stakeholders who diligently support us.

# Thank You!

# WACOSA

## programs for persons with disabilities

Employment continues to be the primary outcome for all of our clients, except for those participating in WACOSA's retirement services or for consumers who choose not to work. Employment options may be experienced in community work settings, within WACOSA's own facilities, or both, depending upon the abilities and interests of those we serve. Community work opportunities include persons being placed individually in competitive and supported employment settings, and persons working as team members on a supervised crew in the community. WACOSA's workers may follow a regular work schedule or may be a part of work crews with either long- or short-term work potential. Work performed inside of WACOSA's physical facilities includes such options as working in our recycling operation, our DocuShred document destruction business, ThriftWorks! thrift store or other paid contract work opportunities including packaging, assembly, collating, quality checking and re-work opportunities.

### **WACOSA programs include:**

#### **SCHOOL-TO-WORK TRANSITION**

WACOSA provides school-to-work transition services for persons who enter any one of WACOSA's programs. Schools contract directly with WACOSA to provide services. School-to-work transition services play an important role in helping graduates transition smoothly to their work environment.

#### **DAY TRAINING & HABILITATION (DT&H)**

Participants enjoy a variety of employment and program options. WACOSA's licensed DT&H services are provided at all four locations. Services include both community- and center-based paid work opportunities, in addition to a wide array of skill-building activities and classes, including expression using various mediums of art, theater, community activities, adaptive CPR/First Aid, and more. Individuals enrolled in DT&H services must have a developmental disability or other developmental impairments. The WACOSA senior services program, located at the Whitney Senior Center in St. Cloud, Minnesota, is included under this umbrella of DT&H services. Service length for all individuals participating in DT&H services depends upon each person's unique needs and choices.

#### **COMMUNITY ALTERNATIVES FOR DISABLED INDIVIDUALS (CADI) AND BRAIN INJURY (BI)**

WACOSA's CADI and BI programs offer pre-vocational training and supported employment opportunities at all of our program locations. Persons served within CADI services are primarily challenged by issues pertaining to severe and persistent mental illness, while persons with BI challenges have acquired their disability at some point later in their lives. Some CADI clients have developmental disabilities as well.

#### **EMPLOYMENT PLANNING SERVICES (EPS)**

Employment planning is an individualized service which helps individuals learn about employment opportunities in the community, as well as to explore and identify their work interests and skills. This is accomplished through activities such as situational assessment, paid work trials, and simulated job sites. EPS services are approximately four weeks in length. A written report is completed at the end of the assessment period, with recommendations made to further enhance the person's vocational goals and possible employment options.

# WACOSA

programs for persons with disabilities



## EMPLOYEE DEVELOPMENT SERVICES (EDS)

The purpose of an EDS plan is to identify vocational goals and a plan of action with the client and his or her team. Individualized training is provided to develop the necessary skills and work behaviors to achieve the vocational goals and promote successful employment. EDS services are approximately three months in length. The preferred employment outcome is either integrated competitive or supported employment.

## COMMUNITY EMPLOYMENT SERVICES (CES)

The two types of CES provided by WACOSA include community crews and supported employment. A crew generally consists of four to ten workers, with training and supervision provided by WACOSA staff. Supported employment is achieved when a worker is employed competitively in an integrated community setting. The worker receives initial training and support to promote ongoing success on the job. After the initial training period has been completed, the worker will receive follow-along services several times a month. The length of service is on-going until competitive placement is accomplished.

## ORGANIZATIONAL EMPLOYMENT SERVICES (OES)

OES services are available for up to one year while the client is seeking community placement. Job coaching is provided to increase job skills and proficiency. The types of work most frequently offered in this program include packaging, collating, and simple assembly. If community placement has not been secured after one year, the client may attend one day a week to work with staff on placement activities. Placement activities can include training and help with internet job searches, reviewing local postings, filling out applications, and interviews, when available.

## AUTISM SPECTRUM DISORDER SERVICES (ASD)

WACOSA's ASD services are available in all program areas at WACOSA. These services focus on the unique needs and characteristics of persons having a diagnosis of ASD or ASD-related tendencies. Program services are structured around the need for appropriate transition, while at the same time teaching clients to adjust to changes in their lives, since change is an authentic expectation in real world social and vocational experiences. WACOSA's ASD services are integrated into, and licensed under, DT&H services.



# WACOSA

annual report 2016

## OUTCOME MEASUREMENT - THE YEAR IN REVIEW

We are pleased to note a continued increase in the number of persons served by WACOSA over the past several years. WACOSA has experienced a 32% increase in total numbers of persons served from 2008 to the present. This consistent growth speaks well of WACOSA's continued relevance in the community and the overall need for the organization's services. While 2016 saw WACOSA continuing to grow number of persons served, new state and federal initiatives, like the Workforce Innovation and Opportunity (WIOA), will likely reduce referral numbers for the foreseeable future.

In addition to growth in the number of people served, WACOSA also saw growth in our in-house production, Docushred sales and ThriftWorks! sales. We saw minimal reductions in our community crews and those directly hired by area employers.

### Some of WACOSA's major goals in 2016:

- Continue developing the WACOSA ThriftWorks! thrift store in order to graduate and place a progressively higher number of individuals in retail related environments.
- Continue implementation of our comprehensive volunteer efforts.
- Broaden the scope of clientele participating in the "Arts Thru the Spectrum" program in collaboration with the Central Minnesota Arts Board and the Paramount Theater.
- Continue to seek out a sufficient amount of contract work to keep all individuals in our center-based workforce active and engaged to the degree they wish to be.
- Keep DocuShred growing and discover new systems to help make it profitable, while negotiating increased area competition.
- Continue to implement WACOSA's IT-based strategic plan that will guide WACOSA's growth for years to come.
- Increase fund development efforts and begin building foundational support for planned giving.
- Stay abreast of pending state and federal initiatives to include the Olmstead Plan/Employment First, redefining of rules surrounding HCBS Waiver funding, Workforce Innovation & Opportunity Act, etc.
- For the full Outcomes Measurement Report, visit [WACOSA.org](http://WACOSA.org)

## STAKEHOLDER SATISFACTION

OBJECTIVE	GOAL	RESULTS	GOAL MET/ NOT MET
Maximize overall client satisfaction	95%	93%	Not Met
Maximize overall stakeholder (parents, guardians, residential staff, and referral partners) satisfaction	95%	97%	Met
Maximize overall business customer satisfaction	98%	94%	Not Met

# WACOSA

annual report 2016

## Profiles Featuring Successes and Accomplishments



### Meet Michael

Michael understands the value of being a contributing member of society, and shows it by his *dedication* to his job on a WACOSA community production crew. Michael, who has a developmental disability, *enjoys working* with WACOSA staff. Michael shares, "I just want to make a living, like everyone else. I like the money I make, the *friends* I have at work, and the jobs that I do. It would be difficult if I didn't have WACOSA. I wouldn't be able to live on my own without them. WACOSA is exactly what I need."

### Meet Lois

Lois, who is part of a WACOSA community production crew, works hard to care for herself and her son. "I like that WACOSA is willing to help people out and find work for people in the *community*. The staff is wonderful and there to answer questions for me whenever I need them. I really like the people I work for and with. They make me feel *important and welcome*." Lois adds with a smile, "My co-workers and staff miss me when I am not there!"



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# our business PARTNERSHIPS



WACOSA continues to grow as a result of meaningful relationships with our many business partners. In 2016, WACOSA saw a continued growth in our ability to provide employment and training for persons with disabilities. We wish to thank our business partners for sharing WACOSA's sense of community and vision to employ workers with disabilities in their business enterprises. WACOSA staff and clients remain committed to the principles of service excellence, on-time delivery and exceptional quality at a great price. Collaboration with our business partners is good for their business and helps WACOSA and its clients grow as well.

Alexandria Industries, Inc.  
Alexandria Precision Machining  
Allsource Global Management, Inc.  
Alpine Cabinetry  
Amcon Concrete Products, Inc.  
Aubright, Inc.  
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United Methodist Church  
United States Dept. of Veterans Affairs  
United Way of Central MN  
Valley Industries  
Vision-Ease  
Walmart  
Watab Township  
WestRock

**Special thank you to all of our DocuShred Customers who are not listed here for their security.**



# thanking our VOLUNTEERS

One of the greatest gifts  
you can give is your time.



Cherie Ablan	Jennifer Lessinger
Brenda Alvarado	Darlene Litfin
Jon Archer	Annette Majerus
Sarah Athmann	Annette Majerus
John Bartlett	DeWayne Mareck
Nancy Bartlett	Julie McCall
Laura Becker-Pallister	Tia McDougale
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Ron and Marlys Howard	Carol Schroden
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Kathy Johannes	SCSU Language
Janet Johnson	Pathology Students
Alyce Justin	Cristina Sewill
Stephanie Kadlec	Mary Skalsky
Ryan Kissinger	Mary Swenson
Audrey Kornovich	Marilyn Thompson
Ron Kornovich	Herb Trenz
Gail Krupa	Shiu Tsuda
Brandon Kuschel	Linda Urbik
Sandy Lehnem	Tim Williams
	Barb Wilmesmeier

# CONTRIBUTIONS

your

## FUNDING SOURCES

Funding sources for WACOSA programs and services include:

Medical Assistance  
Stearns, Benton and other counties  
Minnesota Department of Employment  
& Economic Development  
School Districts  
You – our Contributors

We sincerely thank the following contributors who have generously supported WACOSA in our effort to make a difference in the lives of people with disabilities. WACOSA is a 501(c)(3) organization, as classified by the Internal Revenue Service. As such, your donations to WACOSA are tax deductible.

Action Sales & Marketing  
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Ann & Jay Knopick

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Martin & Cynthia Vermeulen  
Kathleen & Vincent Wall  
Carol Weosner  
Bob Zawacki  
Roger Zieglmeier  
Donna Zierden  
Theresa Zirbes

We would also like to thank our anonymous donors and those who gave through DocuShred and ThriftWorks!

# CONTRIBUTIONS<sup>your</sup>

WACOSA relies on a variety of sources for funding. With this support we are able to continue to provide programs and services that enhance the lives of the people we are here to serve.

## Thank You

### Memorial

*In Memory of Art Brutger  
From Marie Brutger*

*In Memory of David Kloss  
From Dolores Kloss*

*In Memory of Brian Hughes  
From Mary & Tom Mathews*

*In Memory of Kurt Jon O'Konek  
From Suzanne & Bob Radtke*

*In Memory of Carol Reber  
From George Reber*

*In Memory of Christopher Regan  
From Pat Regan*

*In Memory of Duane Mueller  
From Mary Jo Reich*

*In Memory of Mary Ellen Bruning  
From Tere Schell*

### In Honor & Celebration

*In Honor of John Gruber  
From Diane & Herman Bartz*

*In Honor of Joel Brutger  
From Marie Brutger*

*In Honor of John Gruber  
From Gerald Gruber*

*In Honor of Jerome Hemmesch  
From Eileen Hemmesch*

*In Honor of Danny Howard  
From Ron & Marlys Howard*

*In Honor of Sarah Alexander  
From Elanor & Rich Mayavski*

*In Honor of Eugene Nesland  
From Jerry & Jeri Nesland*

*In Honor of Tony Oster  
From Judy Oster*

*In Honor of Nancy Betts  
From Joan & Andrew Schmidt*

*In Honor of Matt Lardy  
From Jeanette Theisen*

*In Honor of Michael Vanderwerf  
From Mary & Kevin Vanderwerf*

Thanks to all of our donors. We sincerely appreciate your support and apologize if we have missed any names on this report.

# CELEBRATING

## WACOSA Hosts

# Harvesting Happiness

## Benefit Breakfast

WACOSA hosted their 3rd Annual Harvesting Happiness Breakfast on Thursday, September 29th, 2016, at Automotive Parts Headquarters in St. Cloud, MN. Over 80 people came together to hear about the determination and successes of adults with disabilities, and raised over \$25,000 to support WACOSA programs.

The morning began with a warm welcome from Corey Bartlett of Automotive Parts Headquarters, whose brother, Lee, receives services at WACOSA. Julie Berger and Andy Borgen, two WACOSA clients, attended the event and were featured in a video that told the audience about their journey with WACOSA, and the difference WACOSA has made in their lives. The video also featured stories of success from Jason Bernick of Bernick's and Julie's mother, Jeanette. Tom Herges from Saint John's University,

a long time employer of WACOSA clients, gave a moving testimonial to the breakfast attendees about why it is important to support WACOSA programs.

"Every year we are thankful and honored by the outpouring of support we receive at the Harvesting Happiness Breakfast," says Steve Howard, WACOSA's Executive Director.

"In the past three years at the breakfast we have strengthened relationships and are inspired by the new relationships we are making. At WACOSA we are passionate about breaking down barriers that people with disabilities face; it is heartwarming to see so many of our community members sharing in that passion."

To see the video featured at the Harvesting Happiness Breakfast, please visit [www.youtube.com/watch?v=QZ19WdD07JM](http://www.youtube.com/watch?v=QZ19WdD07JM)

*Leigh Lenzmeier  
& Zach Dorholt*



*Tom Herges & Roxanne Ryan-Layne*



*Betsey Lund-Ross & Karla Myers*



# A Special Thank You



*Andy Borgen  
& Steve Howard*



*Jean Klosowski & Julie Berger*



*Rachael Sogge & Ya Haddy Njie*



*Robert Kascht & Family*



*Kevin Johnson, Anita Boregerding, & Traci Richter*

## To Our Sponsors

### Gold Level



### Silver Level



### Bronze Level

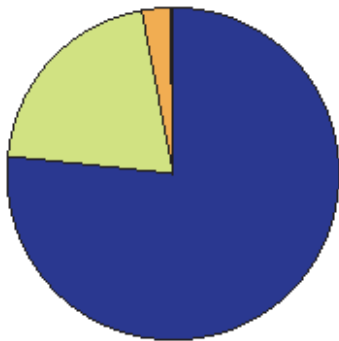


If you are interested in attending the next breakfast event, or becoming a sponsor, please contact Ann Kennedy, WACOSA's Sales, Marketing & Communication manager at 320-257-5191 or [akennedy@wacosa.org](mailto:akennedy@wacosa.org).

# FINANCIALS

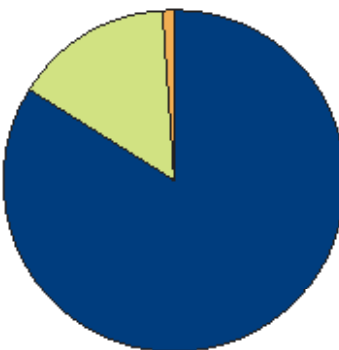
WACOSA's audited financial statement for the year ending December 31, 2016

## Revenue



Fees for service = 76.75%  
Contract = 20.25%  
Contributions = 2.75%  
Investment = .25%

## Expenses



Program = 84%  
Management = 15%  
Fundraising = 1%

## STATEMENT OF ACTIVITIES

### REVENUES AND SUPPORT:

Support:	
Fees for Services	6,141,363
Contributions	218,353
Revenue:	
Contract Revenue (- cost of sales)	1,617,166
Investment & Other Income	27,037

**TOTAL REVENUES & SUPPORT \$8,003,919**

Program Expenses:	
General Program and Transportation	4,793,060
Business Contracts	1,785,643
Management and General:	
General Program and Transportation	715,606
Vocational	460,882
Fundraising	83,182

**TOTAL EXPENSES \$7,838,373**

CHANGE IN NET ASSETS	\$165,546
NET ASSETS, Beginning of year	\$7,254,670
NET ASSETS, End of year	\$7,420,216

## STATEMENT OF FINANCIAL POSITION

As of December 31, 2016

### ASSETS:

CURRENT ASSETS:	
Cash and Cash Equivalents	612,127
Investments	3,007,963
Accounts Receivable	1,415,018
Other Receivable	5,790
Inventory	178,619
Prepaid Expenses	75,923
<b>TOTAL CURRENT ASSETS</b>	<b>\$5,295,440</b>

PROPERTY & EQUIPMENT - NET	4,654,636
<b>TOTAL ASSETS</b>	<b>\$9,950,076</b>

### LIABILITIES AND NET ASSETS:

CURRENT LIABILITIES:	
Current Maturities of Notes Payable	60,392
Current Maturities of Capital Lease Payable	3,292
Accounts Payable	665,478
Accrued Expenses	140,550
Accrued Vacation	237,784
Salaries and Benefits Payable	222,700
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$1,330,196</b>

### LONG-TERM DEBT:

Notes Payable, Net of Current Maturities	1,185,558
Capital Lease Payable, Net of Current Maturities	14,106
<b>TOTAL LIABILITIES</b>	<b>\$2,529,860</b>

### NET ASSETS:

Unrestricted	
Designated	3,991,580
Undesignated	3,288,950
Restricted	139,686
<b>TOTAL NET ASSETS</b>	<b>\$7,420,216</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$9,950,076</b>

The condensed statements presented above have been derived from audited financial statements. A complete audit report prepared by Larson Allen LLP is available upon request from WACOSA.

# our DIRECTORS

On behalf of WACOSA and the Board of Directors, we thank our employees, contributors and the community for your support and loyalty. It is because of you that we have strong relationships in the community. You have our promise that we will continue to conduct our business in your best interest, adhering to the highest ethical standards, and at all times showing respect and care for our consumers.



JEFF MURPHY  
*president*



JOHN BARTLETT  
*vice-president*



DEWAYNE MARECK  
*secretary*



CHERIE SCOFIELD  
*treasurer*



JON ARCHER



SARAH ATHMANN



ZACHARY DORHOLT



STEPHANIE KADLEC



KARLA MYRES



LEROY NORTHAM



AMY SAUTER



HERB TRENZ



PO Box 757  
Waite Park, MN 56387

#### Policy Revision Notice

For updated 245D Policies, please visit [wacosa.org/client-services](http://wacosa.org/client-services) or contact us at 320-251-0087 to request a written copy.

## Contact Information

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WACOSA  
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**wacosa.org**

WACOSA is an EO/M/W/Disability/AA Employer

Our organization will not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, gender, gender identity, sexual orientation or preference, disability, age, genetics, familial status, marital status, citizenship, membership or activity on a local human rights commission, veteran status, or status with regard to public assistance.