

Steve Howard, Executive Director

**Progress made at WACOSA from September, 2016 to September 2017.
(Supplemental responses to goal areas)**

I am pleased with the direction WACOSA is moving as I complete 9 years and 3 months of service as its Executive Director. Together, my staff and I have continued to achieve solid progress toward advancing the organization in service to WACOSA's clients and stakeholders. The following are some additional key accomplishments over the past year not currently reflected in my goal areas that, nevertheless, took up a significant amount of time to keep WACOSA moving forward and relevant in our industry and to the community in general:

- A Crisis Management Plan has been drafted and is expected to be implemented in the coming months.
- In 2017, my team and I restructured a number of positions, which included some promotions beginning in January, 2017 for Vice President of Quality and Programs, transitioning to an HR Generalist, creating a Maintenance Manager position, moving all of my team to the administrative level and elevating a current accounting position to Payroll Administrator/Accountant.
- WACOSA brought 12 new clients in to program, along with the staff person working with these individuals, at the request of Goodwill Industries when services for these folks were slated for termination, as Goodwill eliminated its Medicaid services.
- 9 new clients were brought in to WACOSA from Opportunity Services when OS abruptly eliminated their EE program, putting Stearns County in a difficult position. WACOSA collaborated with Stearns County staff to keep these clients from losing service. We are aware that additional clients may also come to WACOSA from OS, as Medicaid Waiver funding for each of them is approved.
- Sauk Centre bathrooms, pass through and work spaces were remodeled for 16K, 8 of which was a match from the landlord.
- Sauk Centre was repaired when a van drove through the wall in May of this year. No injuries occurred but the process to repair was significant and time consuming.
- Significant time and effort was spent to refill WACOSA's Fund Development position.
- Flat screens have been installed in all of WACOSA's large conference rooms.
- While the Minnesota Arts Grant was not successful, a donation from a private party is being used to ensure that this project can move forward.
- Service Enterprise Certification for WACOSA's Volunteer program was accomplished. We are the first Day Training and Habilitation (DT&H) in Minnesota to accomplish this and have been informed that we are 2nd in the nation to have accomplished this.
- WACOSA hosted a Master's level exchange student from Italy in May. She was able to shadow staff and learn more about Mental Health in the United States.
- ThriftWorks! made the Top 10 Thrift Store List on Best Things Minnesota Website!
<https://bestthingsmn.com/thrift-shops/>
- Approximately 10 new IPADS are currently being purchased for the North and South programs, resulting from a memorial donation.
- At the request of the Board, Agenda Summaries are now in place and used for all WACOSA Board electronic mailings.
- September Yoga classes started with staff.
- Top 20 Fun day event – games, dunking tank for clients and staff for living above the line and casting votes for those to be dunked – held August 31st.
- We are working in cooperation with Independent Lifestyles, Inc. to host WACOSA clients interested in becoming emerging leaders and self-advocates.