

# 2020 annual report



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# ABOUT WACOSA

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 57 years. WACOSA now consists of six separate locations serving over 685 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 2020.

## 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.

# CREATING POSSIBILITIES FOR ALL ABILITIES



# YEAR in REVIEW

## a message from the executive director



Without a doubt, 2020 was, as they say, “A year for the books”. This past year, we were reminded that WACOSA’s services, like so many things in life, are subject to change and challenges, sometimes on a weekly basis, sometimes hourly and sometimes even minute-by-minute. Our communities have been educated in such terms as pandemic, Coronavirus, COVID-19 and have witnessed the overuse of such references as “unprecedented” and “social distancing”. We have learned that masks can accessorize a wardrobe and have become acquainted with the phrase the “new normal”, though most of us struggle to grasp how such a concept might look. We were even encouraged to “Be positive, test negative”, which can be hard to do when you are unsure from where your next toilet paper roll will come. The year 2020 truly was one for the books. So where do we go from here?

As many of us at WACOSA happily say goodbye to 2020, we remain convinced that, while we would not have preferred the many challenges and tragedies we faced during the year, we are nevertheless determined to embrace the lessons and even occasional positives learned during this time. Lessons that, if we look hard enough, can help inform and invigorate the future of our services.

In 2020, we were gratified to experience a renewed connection with our residential partners, conference calling weekly with one another to ensure that each is doing OK and to brainstorm how we might better collaborate on behalf of those we serve. We expanded our services by implementing Connect Academy, a variety of on-line classes taught by a cadre of teachers and instructors from all parts of Minnesota and the greater United States. Connect Academy currently serves more than 40 individuals and shows no signs of slowing in the years to come. This past year showed a commitment on the part of WACOSA stakeholders, staff and leadership that was nothing short of stellar. We witnessed many individuals venturing time and financial support on behalf of WACOSA’s mission at a time when the organization desperately needed it. Several notable grantors stepped up to help fund both Connect Academy and our efforts to expand services in the arts. Indeed, 2020 was a year that ushered in the WACOSA team’s dedication to the term “WACOSAstrong” as a mantra to continue the fight against COVID-19 and the many ways it threatens to derail the lives of so many.

With 2021 upon us, WACOSA’s leadership and governance are no less committed to providing state-of-the-art services that are person-centered and choice-driven, regardless of future challenges that will most certainly test our resolve. Those we serve deserve no less than our very best effort and we will not fail them in experiencing the lives and dreams they envision for themselves. Skilled rock climbers often say, “The best view comes after the hardest climb”. Here’s hoping for a wonderful view as we look forward to a better 2021.

STEVE HOWARD  
*executive director*





# YEAR in REVIEW

PEOPLE SERVED: 665



PEOPLE HIRED DIRECTLY IN THE COMMUNITY: 96



COMMUNITY CREWS: 40



PEOPLE VOLUNTEERED: 50



IN-HOUSE PRODUCTION TEAMS PROVIDE IMPRESSIVE RESULTS

HOURS OF WORK **25,122**

PIECES PACKAGED OR ASSEMBLED **2,015,046**

## CLIENT STORIES

### meet KATE FENDA

In 2016 Kate Fenda, at 22 years old, was going to make one of the biggest changes in her life. Born and raised in the Northern Minnesota Iron Range, Kate enjoyed the comfort and connection of her community, who embraced Kate for exactly who she is. Kate and her family were ready to make a move, mostly because Kate missed one of her best friends, her sister Margaret, who had married and moved to Minneapolis. Kate and her family knew this was going to be a big change, and with guidance from trusted friends, the decision was made to move to St. Cloud, MN, and have Kate start working at WACOSA.

Kate was enjoying not only a new job but new opportunities to explore her community through WACOSA. Kate says other than work, she enjoys time at WACOSA playing games, doing crafts, taking walks at Lake George, and having coffee at Cashwise. Kate particularly likes going out in the community to work with a WACOSA crew that packages mouth guards at a local manufacturer. "I like everyone at WACOSA because they are happy," Kate confides, "They have helped me to talk for myself, to tell staff what I need." Lynn Welle, Lead Client Manager at WACOSA, reflects on Kate, "Kate has such a positive attitude. She always is in a great mood and has a smile on her face. Kate takes

on each job with that same positivity."

When Kate isn't at WACOSA, she enjoys scrapbooking family photos, making cards, attending music concerts, cooking and baking. "I love to eat!" Kate exclaims. Kate is also involved in the Special Olympics and in 2019 she won a silver medal in the bocce ball individual competition. Kate also honored her sister and brother-in-law at their wedding by singing a beautiful and personalized version of Dancing Queen for the bride, groom, and all the guests.

"Kate is proud of herself and so is our family," Patti, Kate's mother, shares. "Kate is a people person. Especially during the transition, she needed to be surrounded by caring people; and that's exactly what she experienced. Staff made Kate feel very much welcomed, they got to know her, Kate got to know staff. Because of this positive personal interaction, Kate made it! From the first day, and every day since, Kate leaves her home to go to work at WACOSA with a smile on her face."

# STAKEHOLDER SATISFACTION

**OBJECTIVE 1:** Maximize overall *client satisfaction.*

**GOAL** 95%

**RESULTS** 93%



**OBJECTIVE 2:** Maximize overall *stakeholder satisfaction.*

**GOAL** 95%

**RESULTS** 99%



**OBJECTIVE 3:** Maximize overall *business customer satisfaction.*

**GOAL** 98%

**RESULTS** 99%

## KATE'S MESSAGE

for WACOSA support-

“Thank you for helping WACOSA so my friends and me have a place to work and learn new things!”

— KATE FENDA



# WACOSA'S

## PROGRAMS FOR INDIVIDUALS 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 has program services located in Waite Park, Saint Cloud and Sauk Centre, MN.

## WACOSA PROGRAMS:

### DAY SUPPORT SERVICES

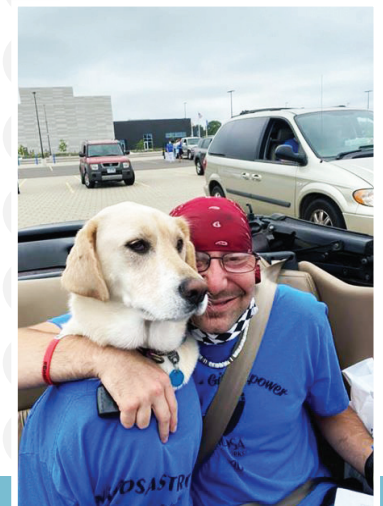
Participants enjoy a variety of employment and program options. WACOSA's licensed Day Support services are provided at all four locations. Services include both community- and center-based paid work opportunities, in addition to a wide array of skill-building activities and classes, including expression using various mediums of art, theater, community activities, adaptive CPR/First Aid, and more. Individuals enrolled in Day Support 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 Day Support services. Service length for all individuals participating in Day Support services depends upon each person's unique needs and choices.

### EMPLOYMENT PLANNING SERVICES (EPS)

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.







## EMPLOYEE DEVELOPMENT SERVICES (EDS)

EDS plans 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

# FINANCIALS

WACOSA's audited financial statement for the year ending December 31, 2020

## REVENUE



Fees for service = 74.28%  
 Contract = 19.61%  
 Contributions = 5.28%  
 Investment = .83%

## EXPENSES



Program = 68%  
 Management = 1.46%  
 Fundraising = 30%

## STATEMENT OF ACTIVITIES

### REVENUES AND SUPPORT:

<b>Support:</b>	
Fees for Service	2,541,938
Contributions	1,998,841
<b>Revenues:</b>	
Contract Revenue (- cost of sales)	1,056,981
Investment & Other Income	1,906,013

**TOTAL REVENUES & SUPPORT** **\$6,861,894**

<b>Program Expenses:</b>	
General Program and Transportation	4,658,044
Business Contracts	1,198,068
<b>Management and General:</b>	
General Program and Transportation	822,571
Vocational	382,821
Fundraising	82,878

**TOTAL EXPENSES** **\$7,151,179**

**CHANGE IN NET ASSETS** **<(\$289,485)>**  
**NET ASSETS, Beginning of year** **\$6,897,829**  
**NET ASSETS, End of year** **\$6,608,344**

## STATEMENT OF FINANCIAL POSITION

As of December 31, 2020

### ASSETS:

#### CURRENT ASSETS:

Cash and Cash Equivalents	1,488,489
Investments	3,417,894
Accounts Receivable	388,926
Other Receivable	767
Inventory	105,758
Prepaid Expenses	82,191

**TOTAL CURRENT ASSETS** **\$5,441,397**

**PROPERTY & EQUIPMENT - NET** **6,013,479**

**TOTAL ASSETS** **\$10,454,872**

### LIABILITIES AND NET ASSETS:

#### CURRENT LIABILITIES:

Current Maturities of Notes Payable	69,981
Current Maturities of Capital Lease Payable	40,888
Accounts Payable	311,141
Accrued Expenses	47,249
Accrued Vacation	275,448
Salaries and Benefits Payable	178,448

**TOTAL CURRENT LIABILITIES** **\$621,998**

#### LONG-TERM DEBT:

Notes Payable, Net of Current Maturities	939,667
Capital Lease Payable, Net of Current Maturities	58,925

**TOTAL LIABILITIES** **\$1,666,592**

#### NET ASSETS:

Designated	4,836,382
Unallocated	3,013,278
Restricted	716,685

**TOTAL NET ASSETS** **\$8,688,340**

**TOTAL LIABILITIES & NET ASSETS** **\$10,454,872**

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



# BUSINESS PARTNERS

A&W Albany  
A&W Cold Spring  
Alexandria Industries  
Amcon Concrete Products, Inc.  
Aramark/Good Shepherd  
Arctic Cold Storage  
Aubright, Inc.  
B&F Fastener Supply  
Bayer Built Woodworks Inc.  
Bayer Interior Woods  
Bernick's Pepsi  
Blue Line South  
Blue Line Sports Grill & Bar  
Body Stars, Inc.  
Border States Electric  
Borgert Products, Inc.  
Boy Scouts of America  
Burlington  
Byerlys  
Camera Shop  
Cashwise Waite Park  
Catholic Charities  
CentraCare  
Central MN Area Sheet Metal  
Centre for Christ  
Chick-Fil-A  
CM Group Holdings, Inc.  
Coborn's  
Coborn's – Sartell  
Coborn's - Sauk Rapids  
Coborn's Melrose  
Coborn's on Cooper  
Coborn's Sauk Centre  
Cold Spring Bakery  
Coleman  
College of St. Benedict  
Country Inn West  
Crafts Direct  
Creative Petworks  
Culligans  
Culver's St. Cloud  
Culver's Waite Park  
Dairy Queen Cold Spring  
Dan Welle's Southtown, Inc.  
DAYTA Marketing  
DBL Labs  
Diamond Point Steakhouse

Direct Fulfillment LLC  
Douglas Machine, Inc.  
FDC  
Fields Manufacturing  
Firesticks  
Fleet Farm  
Gas Light Design  
Gates Corp.  
Granite City Armored Car, Inc.  
Habitat for Humanity  
Hardee's Cold Spring  
HDL  
Hennen's Furniture  
Home Depot  
Ickler  
Independent Lifestyles, Inc.  
Interior Components Group, Inc.  
JC Penney  
Jimmy's Poor House  
Jules' Bistro  
Juno Pacific, Inc.  
Kohl's  
Kwik Trip #151  
Kwik Trip #154  
Kwik Trip #158  
LGC Genomics  
Lutheran Social Services  
M&H Appliance  
Malco Products, SBC  
Manea's Meats  
Math & Science Academy  
Mayo Clinic Ambulance  
McDonald's – McStop  
McDonald's – Sartell  
McDonald's - St. Cloud Hwy. 10  
McDonald's - St. Joseph  
Mexican Village  
Michelich Jones Granite  
Monumental Sales  
Microbiologics  
Midway Packaging  
Midwest Coin  
Mogadishu  
Mother of Mercy  
National Vision  
North Central Truck Equipment  
Old Navy

Old Times LLC  
Paramount Center for the Arts  
Paws in the Country  
Peace United Church of Christ  
People Ready  
Plato's Closet  
Purrfect Paws  
Reach Up - Head Start  
Restore 24  
Roccori Early Childhood  
Education  
Sam's Club  
Sartell City Hall  
Sauk Centre CVB  
Sauk Centre Water Shed District  
Schwieters  
Scope, LLC  
SCSU Garvey Hall  
Spartan Nash  
St Cloud Area Planning Org  
St. Cloud Area Chamber of  
Commerce  
St. Cloud City Hall  
St. Cloud Orthopedics  
St. John's University  
Stang Precision, Inc.  
Target  
TC/American Crane Company  
The Center for Family Counseling  
The Gardens at Foley  
Tri-Cap  
United Methodist Church  
United Way of Central MN  
US Postal Service  
Vacuum Center  
Village Gifts  
Villella Products, LLC  
Visiting Angels  
Walmart – Sartell  
Washburn  
Watab Township  
Wendell's  
WestRock  
YES Network  
YMCA



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#### 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.

# OUR DIRECTORS



**Steve Howard, Executive Director**

**Nancy Betts, Vice President**

Jeffery Murphy – Chairman

LeRoy Northam – Vice Chairman

Ronald W. Brandenburg – Secretary

Jon Archer – Treasurer

Sherwin Anderson

Jeff Benveniste

Zachary Dorholt

Mollie Garden

Laura Krueger

Karla Myres

Joe Perske

Lindsey Rennie

Cherie Scofield

Jeanne Theis

Herb Trezn

WACOSA is an EEO/AA Employer.

WACOSA will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, gender, gender identity, sexual orientation, age, disability, marital status, familial status, membership or activity in a local human rights commission, or status with regard to public assistance. We will take affirmative steps to ensure that all of our company's employment practices are free of discrimination.